

Version 3 (21 Mar 2020)

CS & CSI

EXECUTIVE SUMMARY

Information and eGovernment Authority

Prepared by: SDSS Research Group

Dr. Ali Alsoufi

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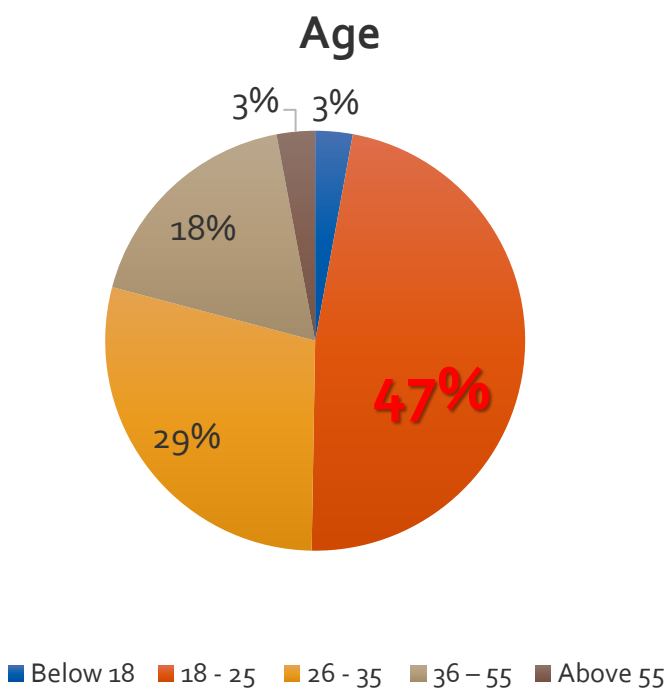
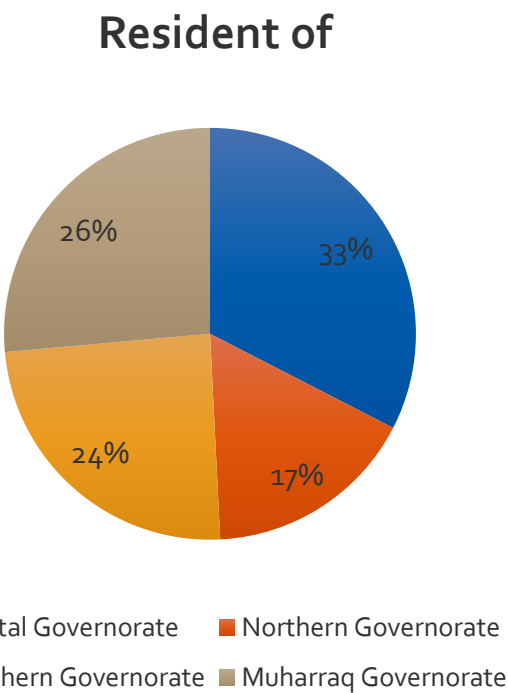
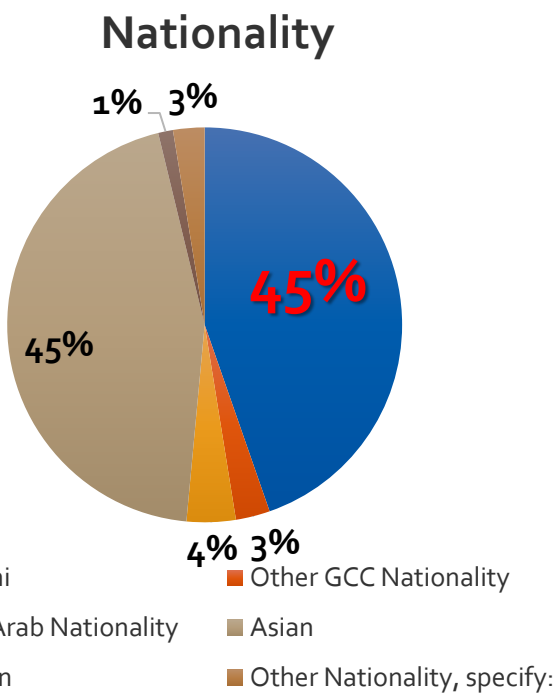
Amna Alsherooqi

Hajar Alsherooqi

CS INDIVIDUALS AND BUSINESS

DEMOGRAPHICS

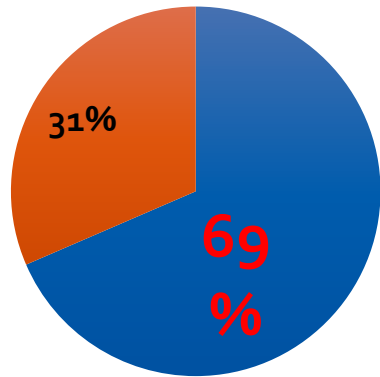
Individual Demographic



Individual Demographic

CS individuals

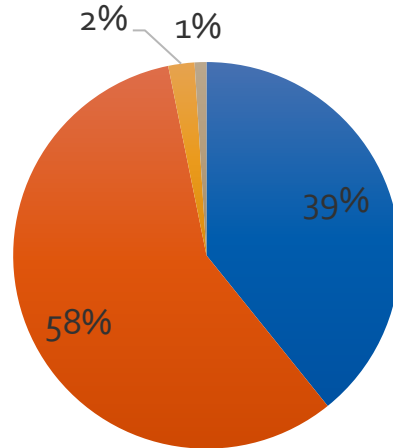
Gender



■ Male ■ Female

Gender	Frequency	%
Male	905	69%
Female	416	31%
Total	1321	100%

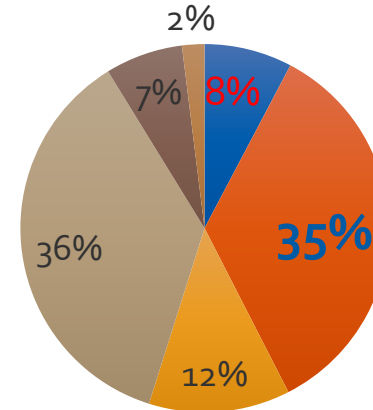
Marital Status



■ Married ■ Single
■ Divorced ■ Widowed

Marital Status	Frequency	%
Married	518	39%
Single	761	58%
Divorced	29	2%
Widowed	13	1%
Total	1321	100%

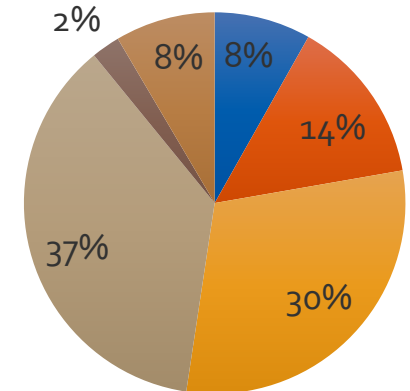
Educational Level



■ Intermediate or less ■ Secondary Degree
■ Diploma ■ Bachelor Degree
■ Master Degree ■ PhD or higher

Educational Level	Frequency	%
Intermediate or less	102	8%
Secondary Degree	459	35%
Diploma	164	12%
Bachelor Degree	480	36%
Master Degree	90	7%
PhD or higher	26	2%
Total	1321	100%

Occupation



■ Self employed
■ Employed (Government Sector)
■ Employed (Private Sector)
■ Student

Occupation	Frequency	%
Self employed	108	8%
Employed (Government Sector)	186	14%
Employed (Private Sector)	398	30%
Student	485	37%
Retired	32	2%
Unemployed	112	8%
Total	1321	100%

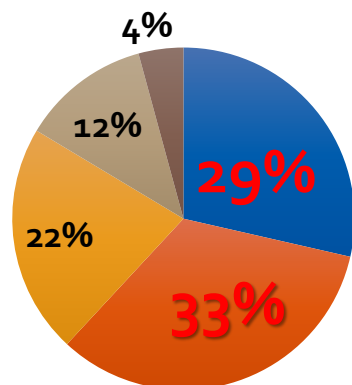
Individual Digital Readiness

- **76% have smart device for more then 6 years.**
- **99% have social media mostly on (WhatsApp, Instagram and Facebook)**
- **72% are using online services such as Online Banking ,Online Shopping , Ordering Food Online, Cinema Online Booking, Telecommunication eservices.**

Business Demographic

CS Business

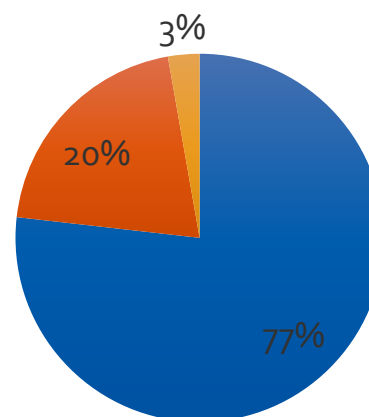
Occupation



- Self Employed / Business Owner
- Managing the business
- Take decision regarding business issues
- Business Manager
- Not Responsible of the business

Occupation	Frequency	%
Self Employed / Business Owner	54	29%
Managing the business	63	33%
Take decision regarding business issues	41	22%
Business Manager	23	12%
Not Responsible of the business	8	4%
Total	189	100%

Business Size



- Small (1-50 employees)
- Medium (51-500 employees)
- Large (More than 500 employees)

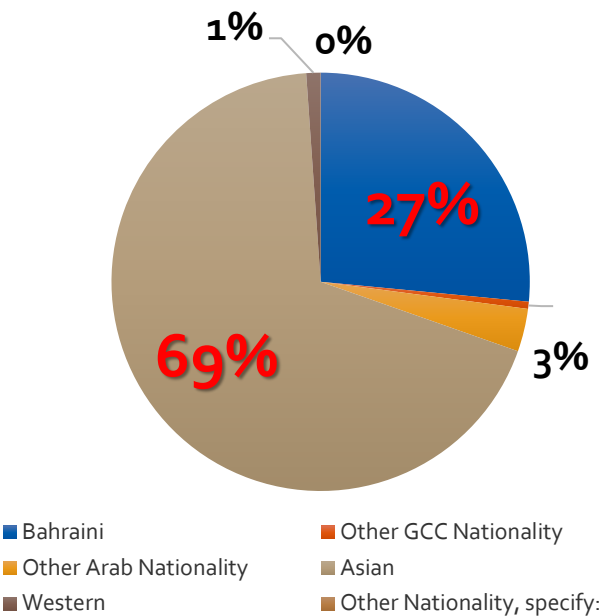
Business Size	Frequency	%
Small (1-50 employees)	139	77%
Medium (51-500 employees)	37	20%
Large (More than 500 employees)	5	3%
Total	181	100%

Sector

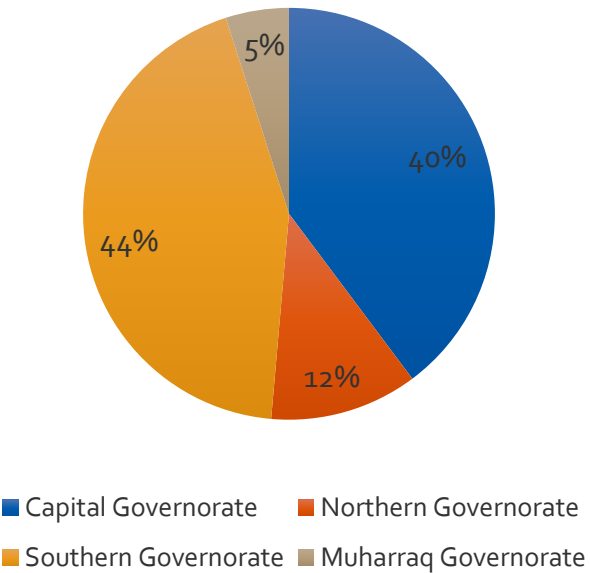
	Sector	Frequency	%
1	Banking & Finance	6	3%
2	Information and Technology	12	7%
3	Telecommunication	4	2%
4	Construction	18	10%
5	Real estate	6	3%
6	Wholesale and retail trade	57	31%
7	Education	1	1%
8	Hotels, restaurants	20	11%
9	Food industry	10	6%
10	Tourism & travel	9	5%
11	Health and social work	1	1%
12	Manufacturing	6	3%
13	Transport and logistics	1	1%
	Electricity, Oil & Gas and petrochemical	1	1%
14			
15	Other	29	16%
	Total	181	100%

Business Demographic

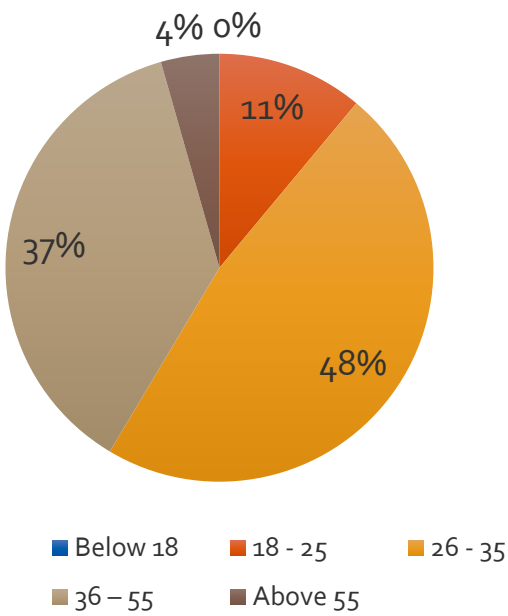
Nationality



Resident of



Age



Nationality	Frequency	%
Bahraini	48	27%
Other GCC Nationality	1	1%
Other Arab Nationality	6	3%
Asian	124	69%
Western	2	1%
Other Nationality, specify:	0	0%
	181	100%

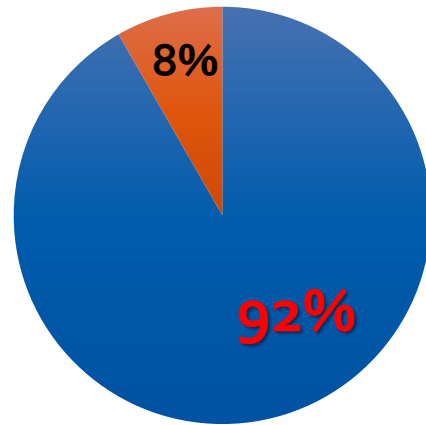
Resident of	Frequency	%
Capital Governorate	72	40%
Northern Governorate	21	12%
Southern Governorate	79	44%
Muharraq Governorate	9	5%
Total	181	100%

Age	Frequency	%
Below 18	0	0%
18 - 25	20	11%
26 - 35	86	48%
36 - 55	67	37%
Above 55	8	4%
Total	181	100%

Business Demographic

CS Business

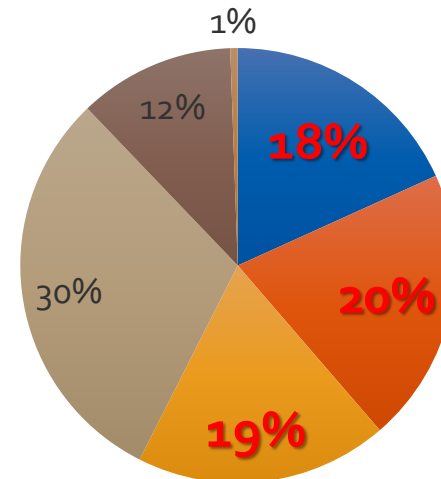
Gender



■ Male ■ Female

Gender	Frequency	%
Male	166	92%
Female	15	8%
Total	166	92%

Educational Level



■ Intermediate or less ■ Secondary Degree
■ Diploma ■ Bachelor Degree
■ Master Degree ■ PhD or higher

Educational Level	Frequency	%
Intermediate or less	33	18%
Secondary Degree	37	20%
Diploma	34	19%
Bachelor Degree	55	30%
Master Degree	21	12%
PhD or higher	1	1%
Total	181	100%

Business Digital Readiness

- **70% are using smart device for 10 years or before**
- **98% have social media mostly on (WhatsApp, Instagram and Facebook)**
- **64% are using online services such as Online Banking ,Online Shopping , Ordering Food Online, Cinema Online Booking, Telecommunication eservices.**

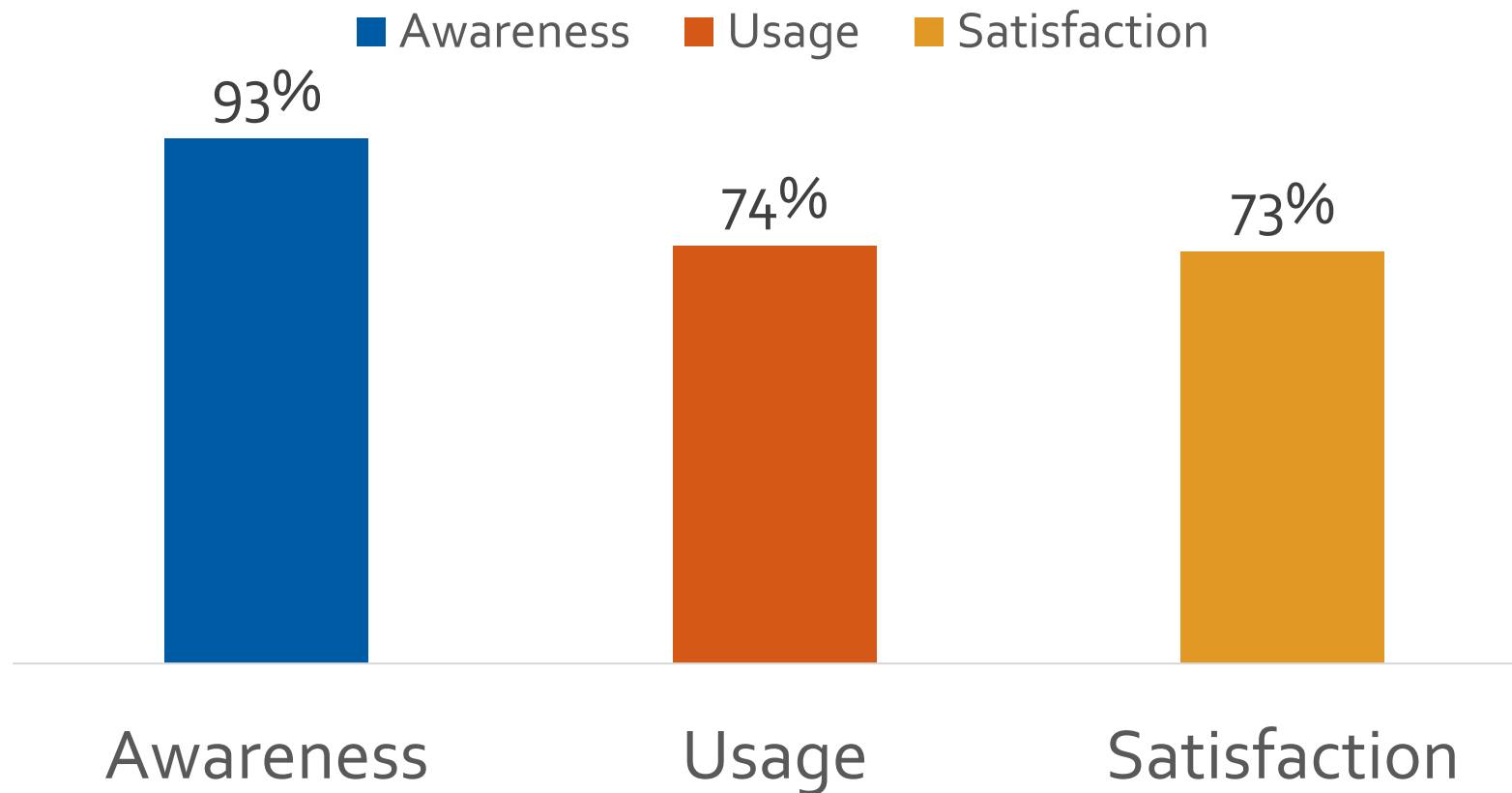
CS INDIVIDUALS AND BUSINESS

OVERALL

Overall Awareness, Usage & Satisfaction

CS Executive Summary

Overall

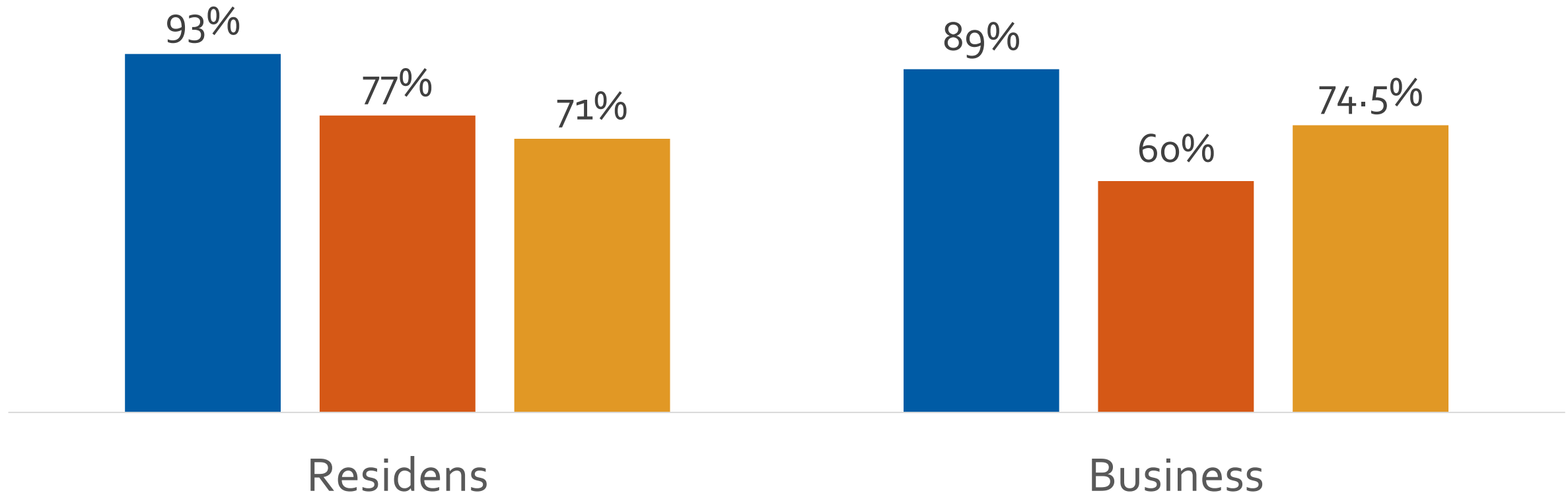


Overall Awareness, Usage & Satisfaction

CS Executive Summary

Residents V. Business

■ Awareness ■ Usage ■ Satisfaction

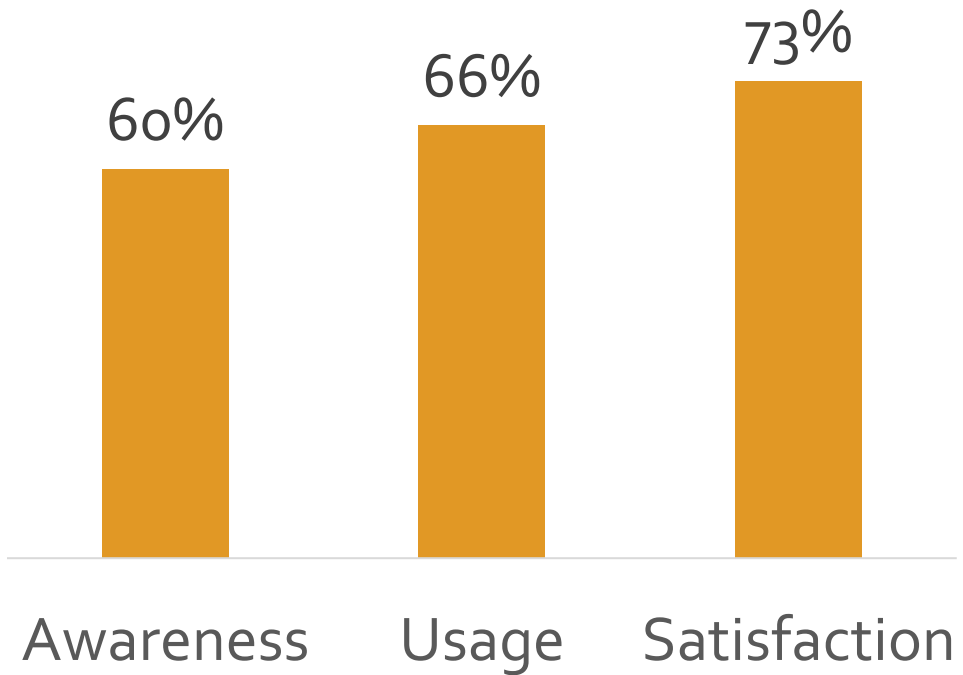


CS INDIVIDUALS AND BUSINESS

CHANNELS' OVERALL

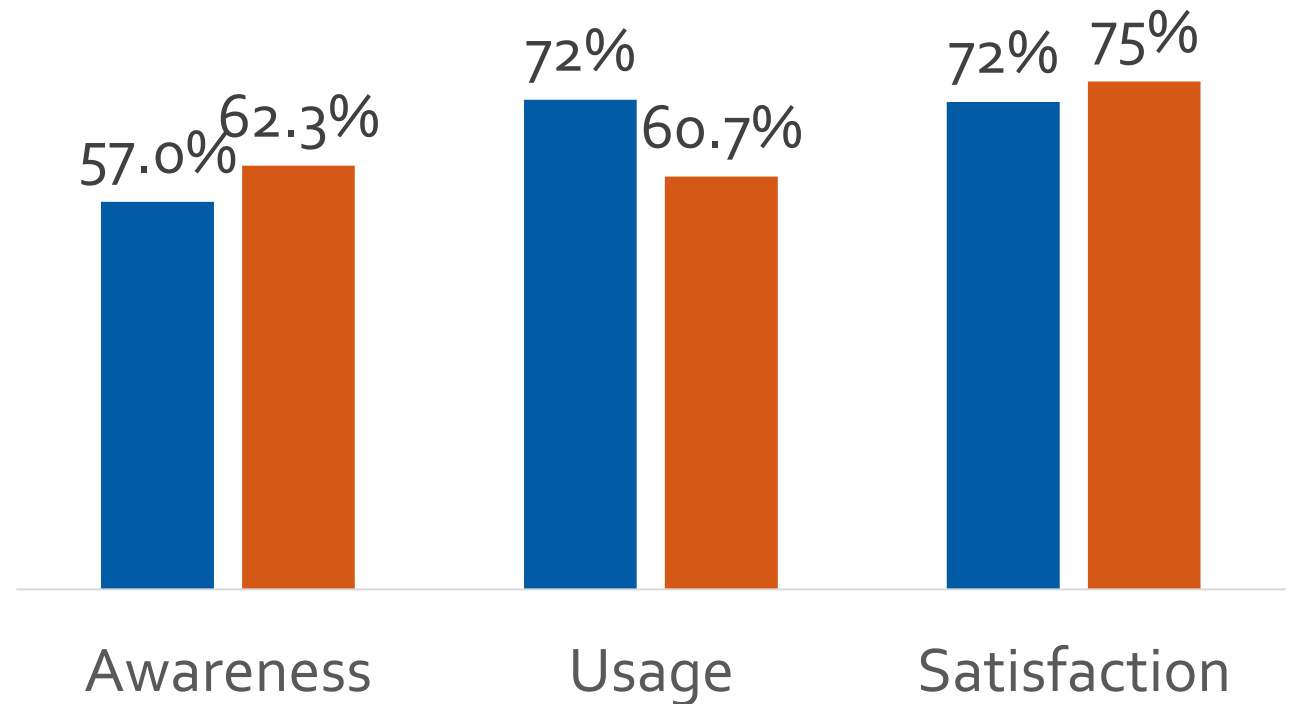
Overall Channels Awareness, Usage & Satisfaction

Overall Channels

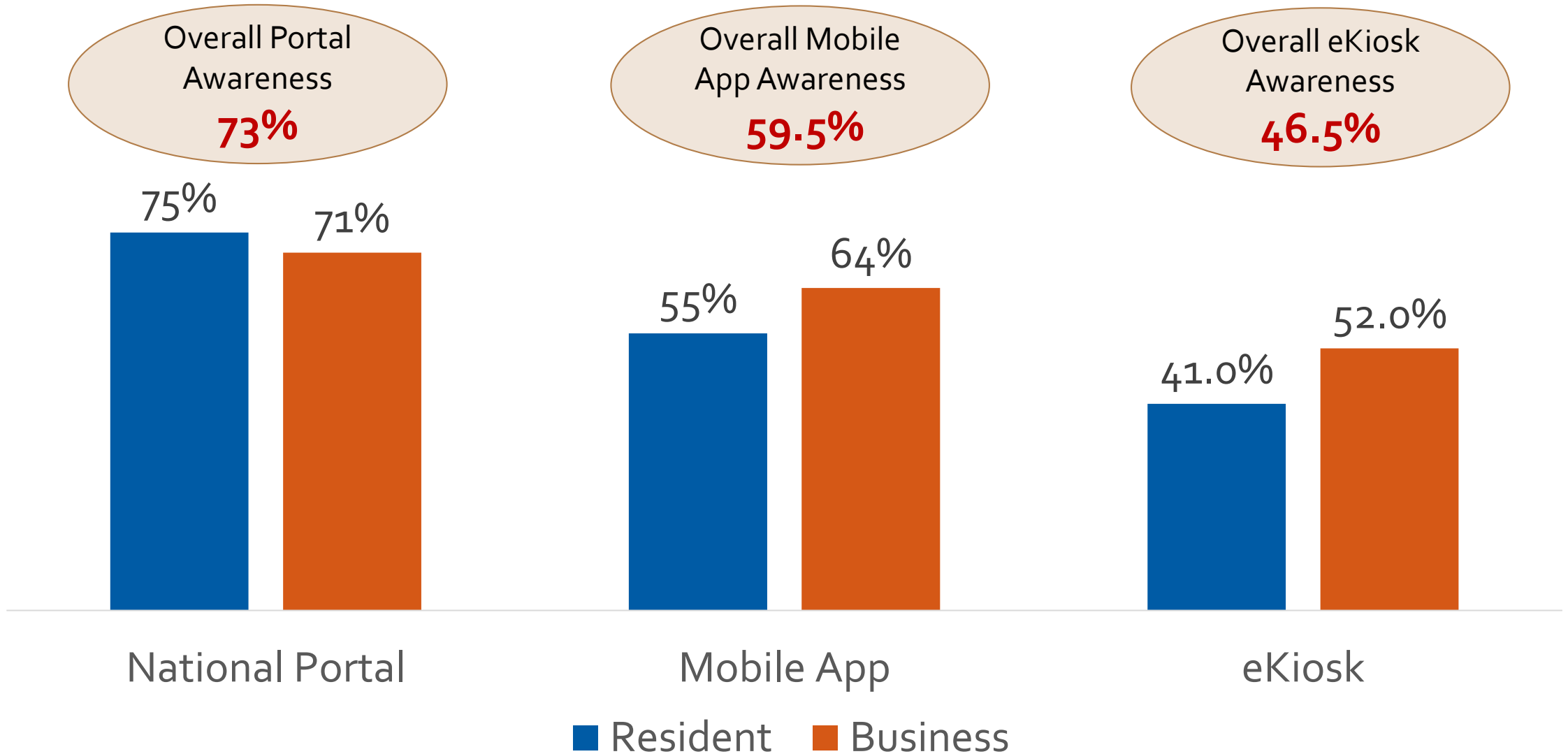


Overall Channels Per Stakeholder

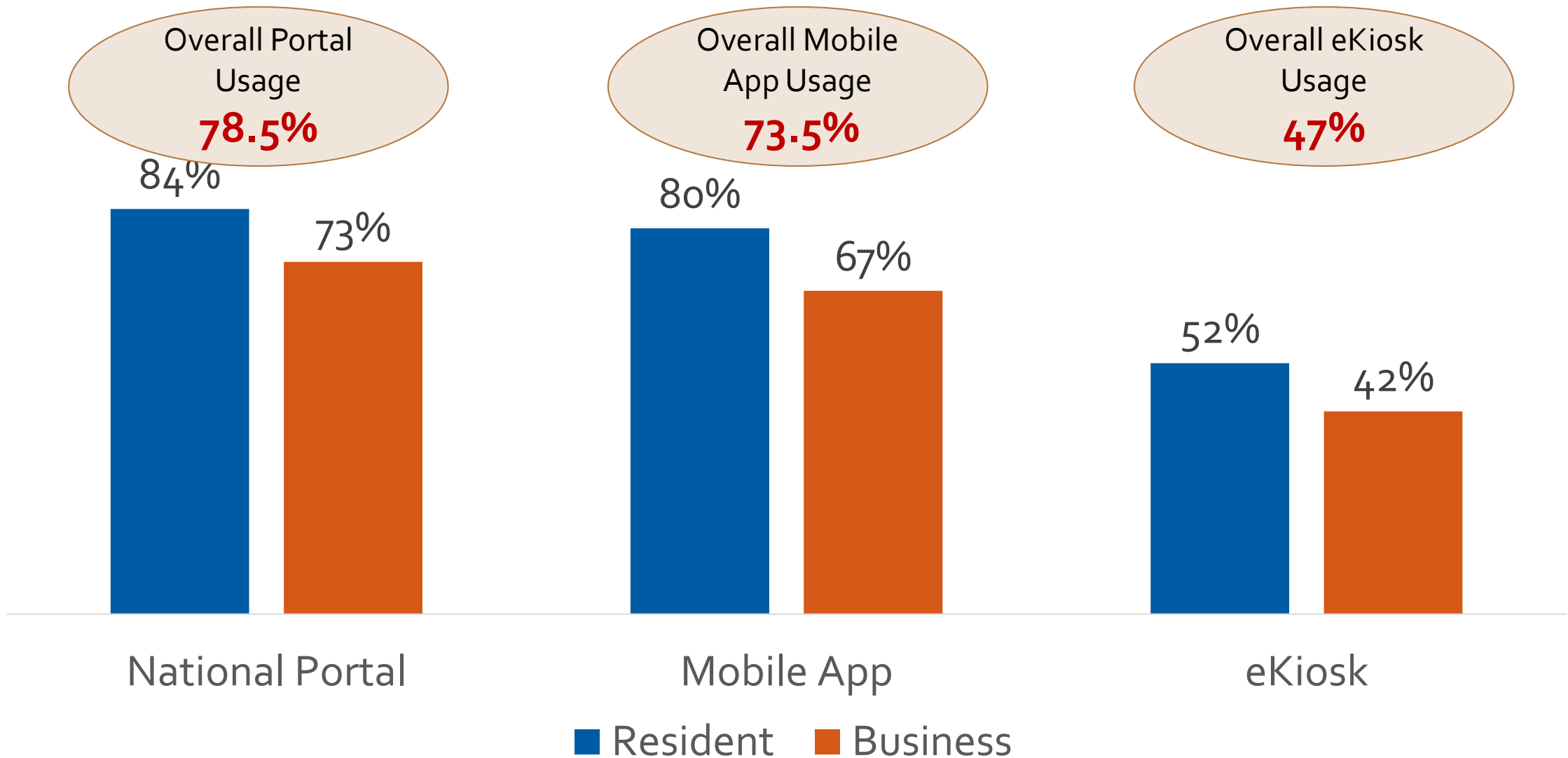
■ Resident ■ Business



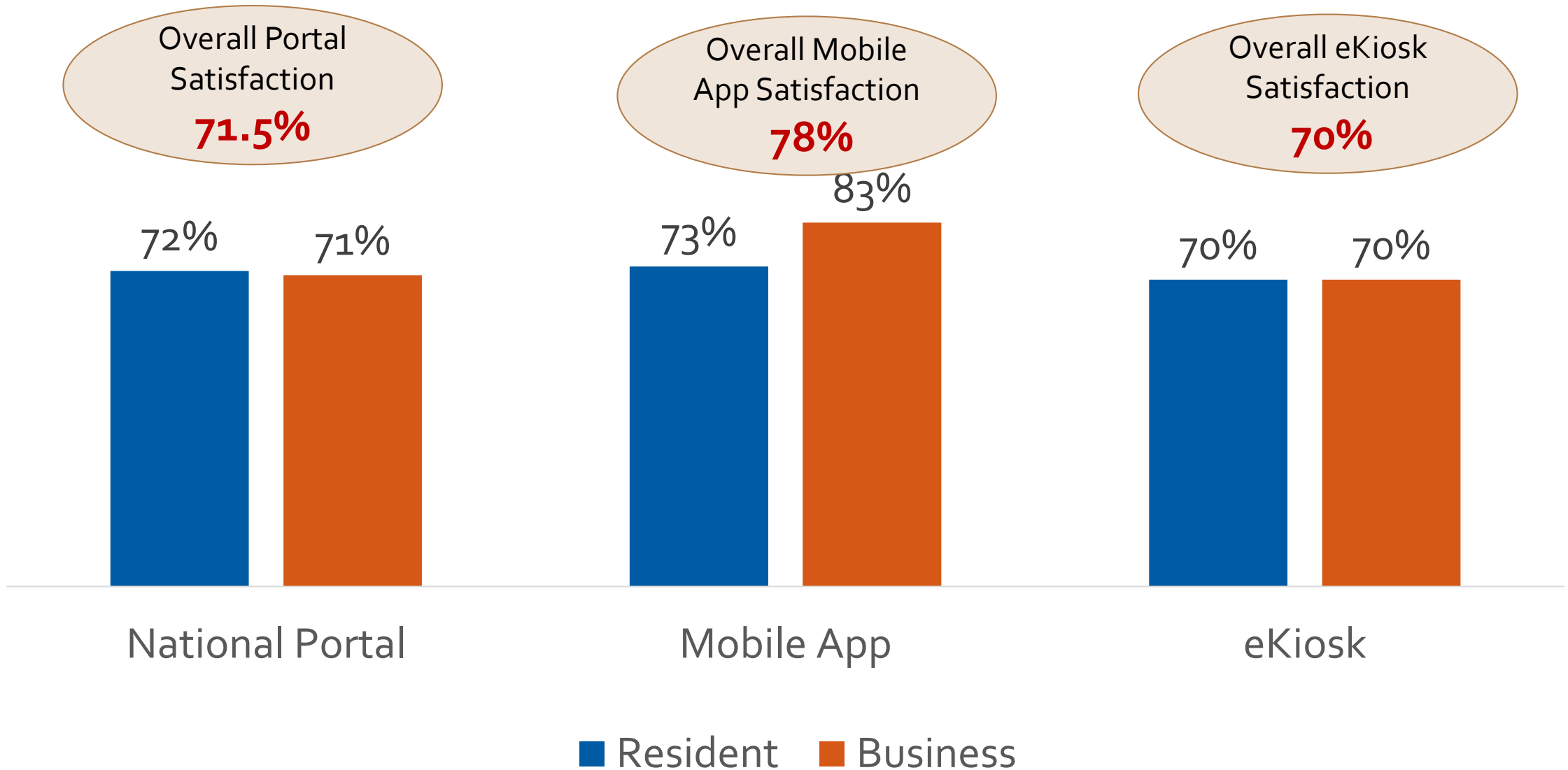
Channels Awareness



Channels Usage



Channels Satisfaction



CS INDIVIDUALS AND BUSINESS

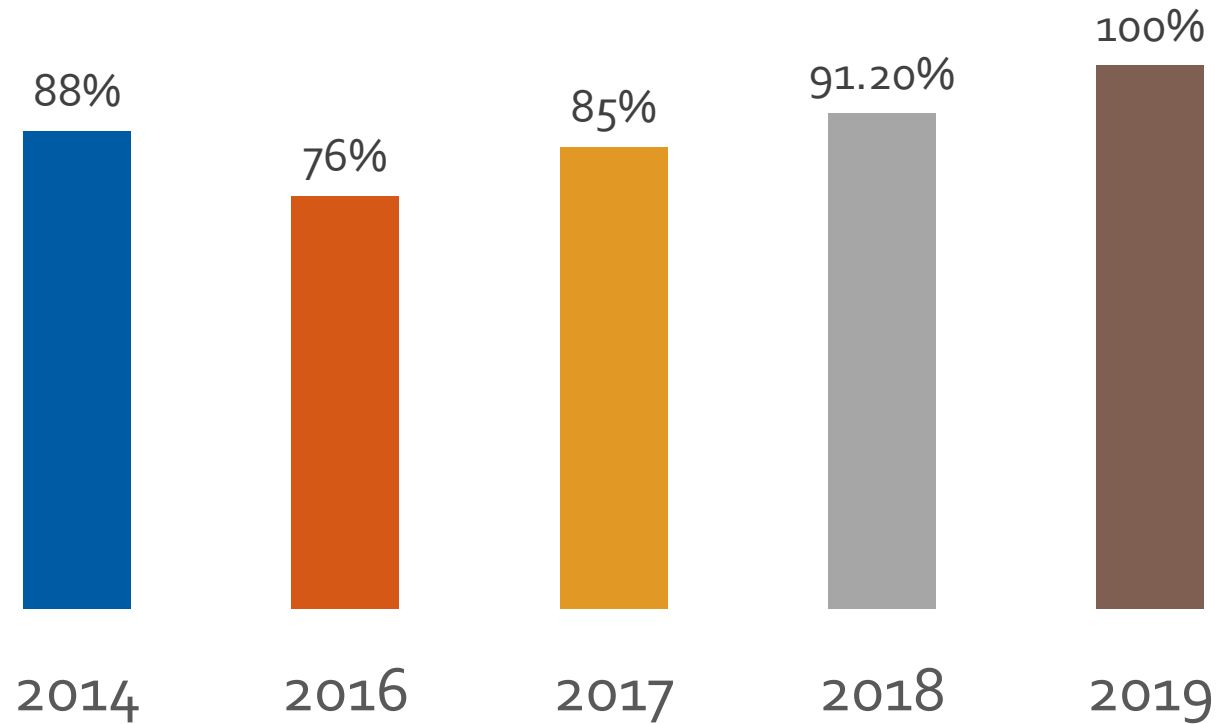
**PREVIOUS YEARS
RESULTS COMPRESSION**

Interaction

CS Executive Summary

Overall Interaction with Government Entities

■ 2014 ■ 2016 ■ 2017 ■ 2018 ■ 2019

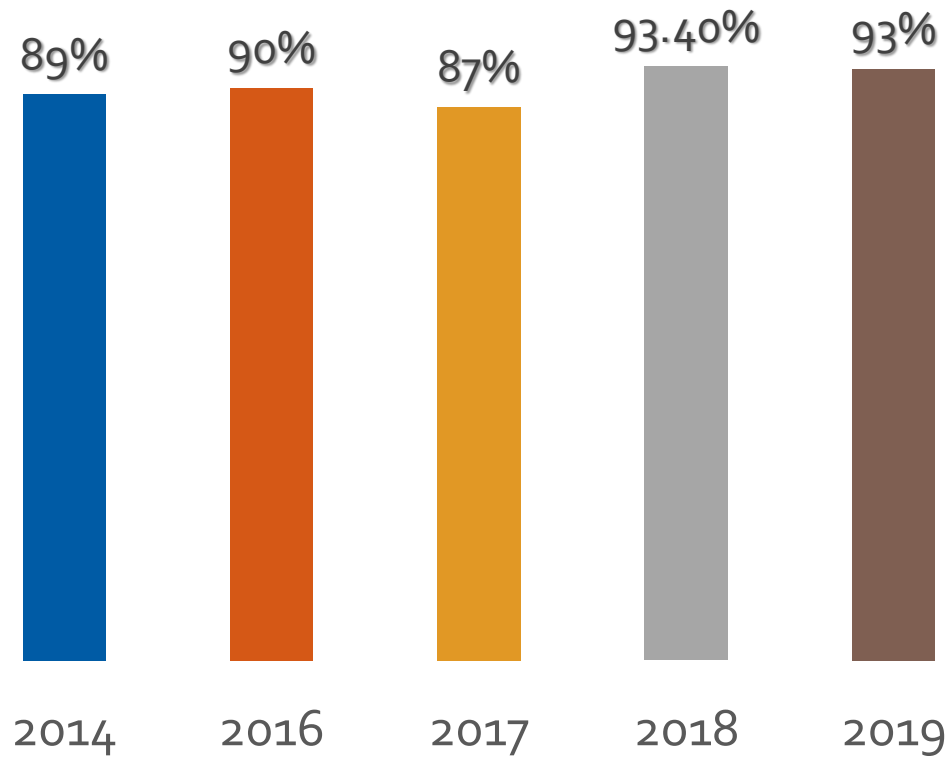


Awareness

CS Executive Summary

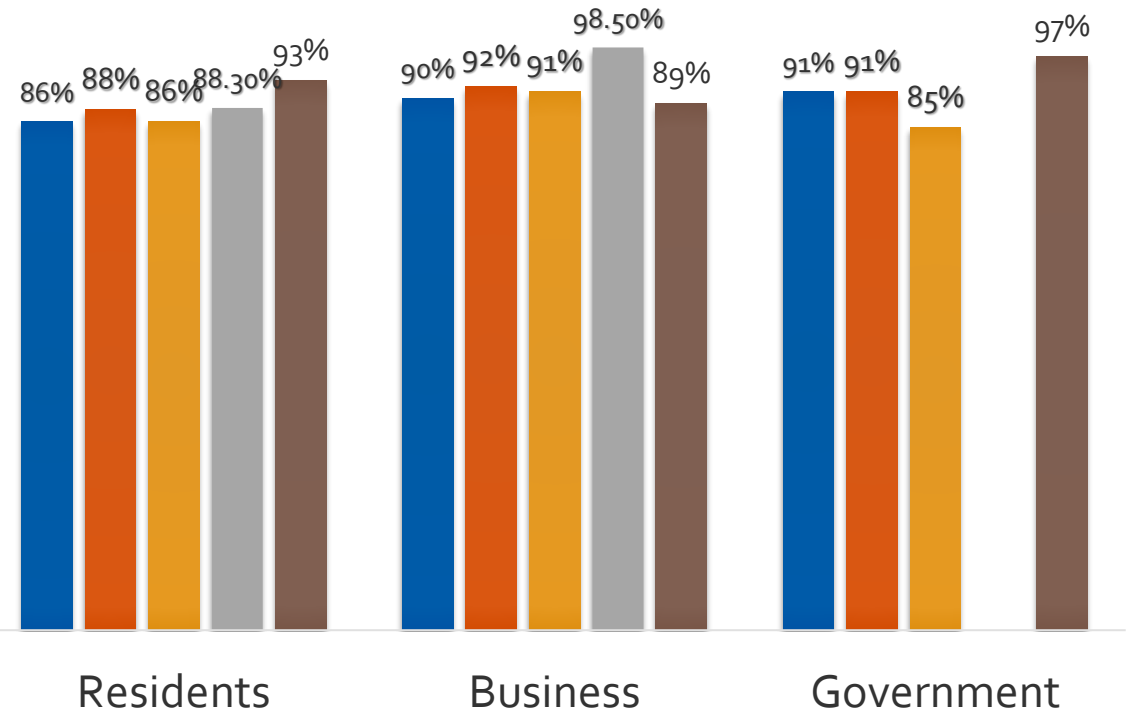
Overall Awareness of eServices

■ 2014 ■ 2016 ■ 2017 ■ 2018 ■ 2019



Overall Awareness Per Stakeholder of eServices

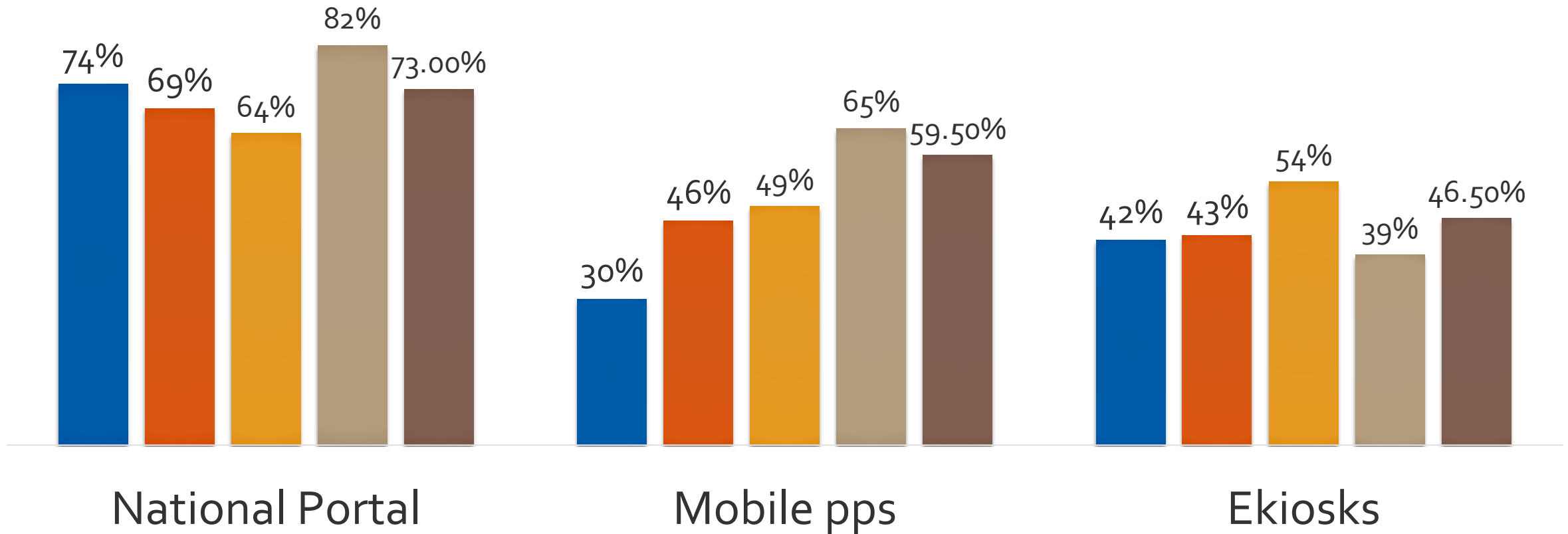
■ 2014 ■ 2016 ■ 2017 ■ 2018 ■ 2019



Channels Awareness

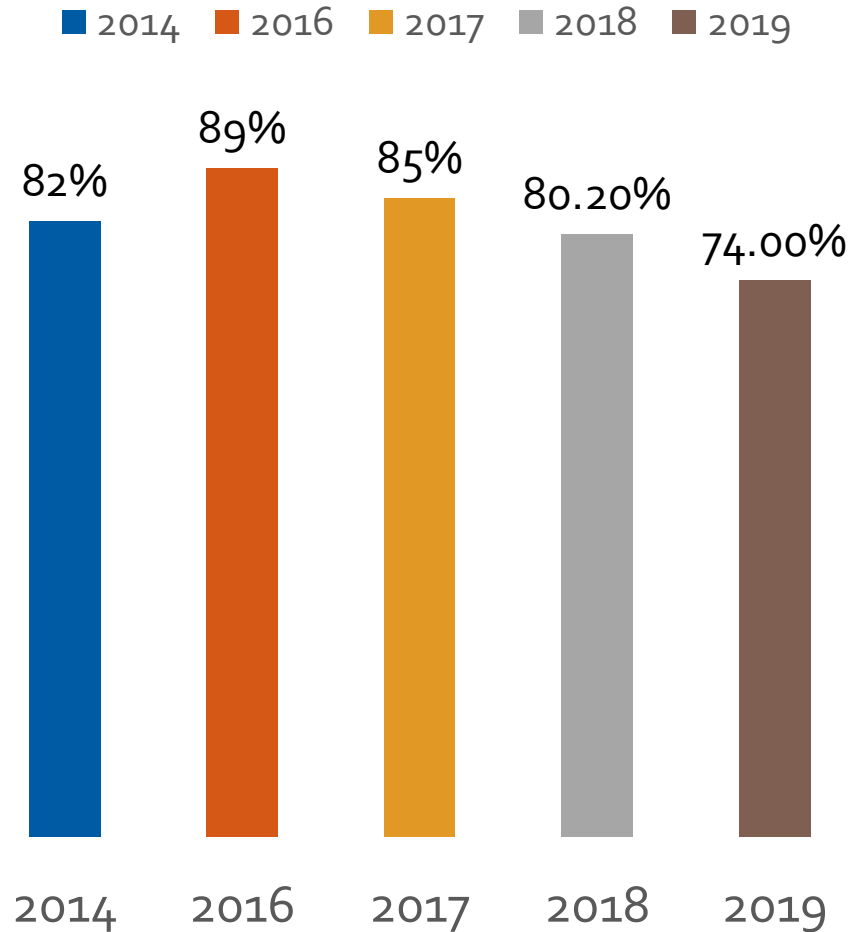
Overall Awareness of e-Government Channels

■ 2014 ■ 2016 ■ 2017 ■ 2018 ■ 2019

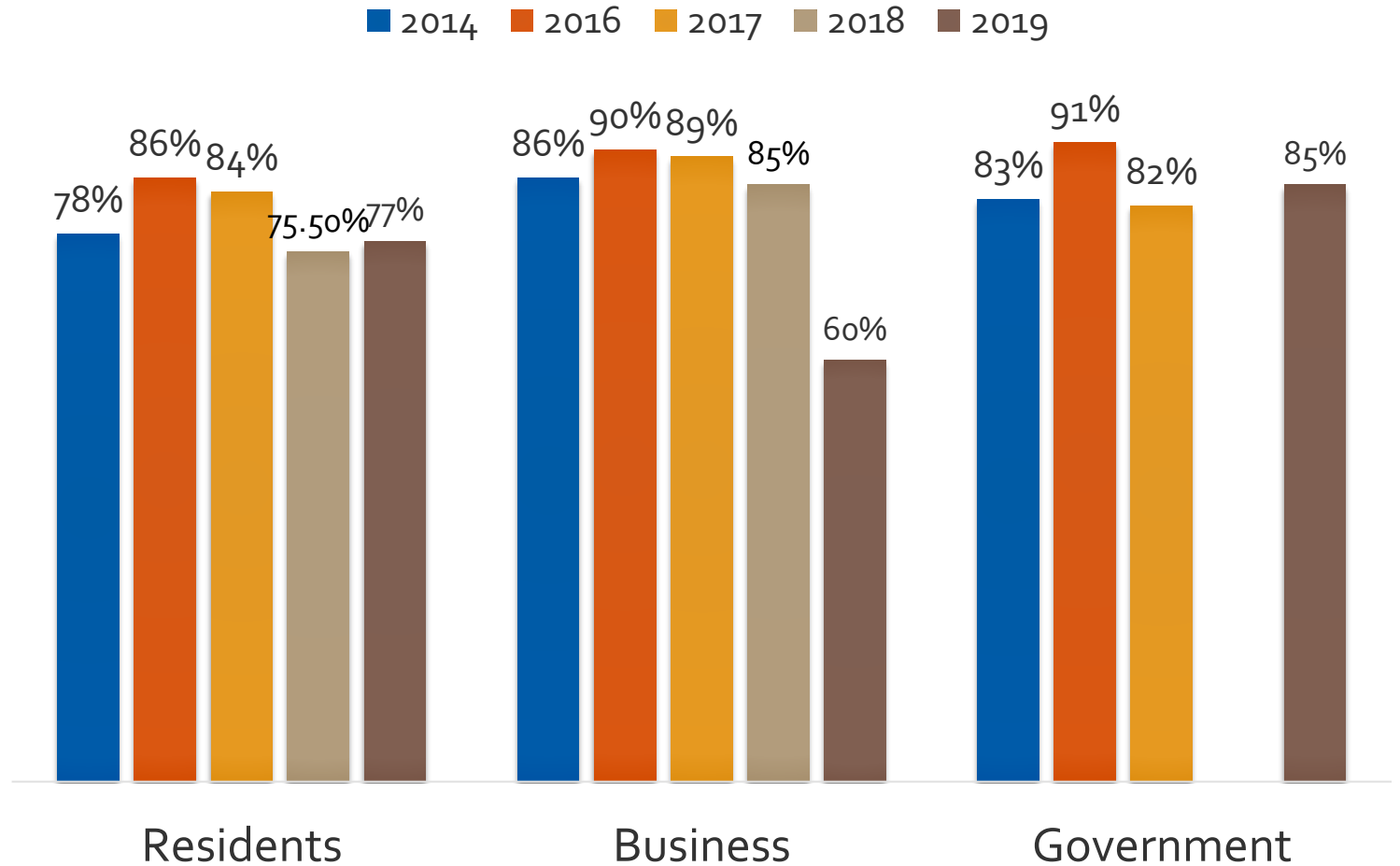


Usage

Overall Usage of eServices



Overall Usage Per Stakeholder of eServices

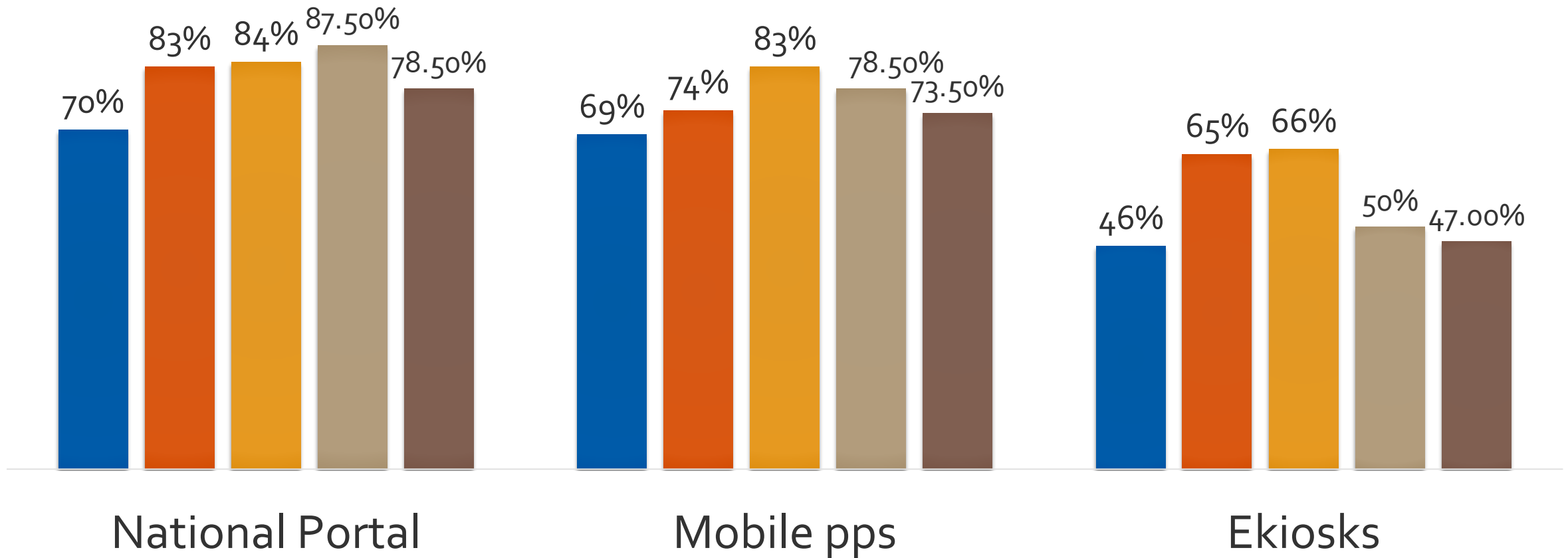


Channels Usage

CS Executive Summary

Overall Usage of e-Government Channels

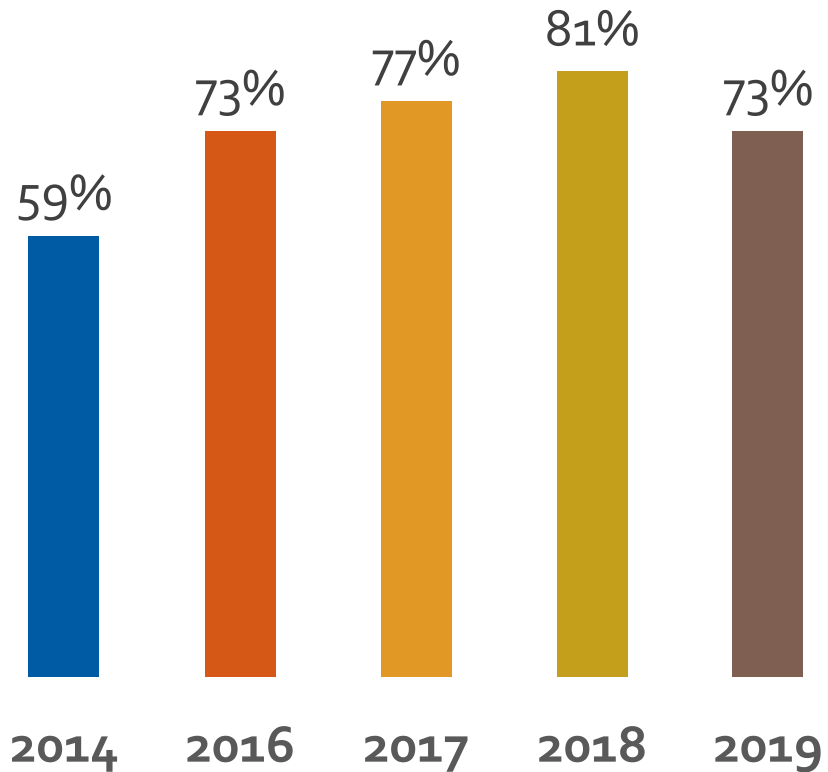
■ 2014 ■ 2016 ■ 2017 ■ 2018 ■ 2019



Channels Satisfaction

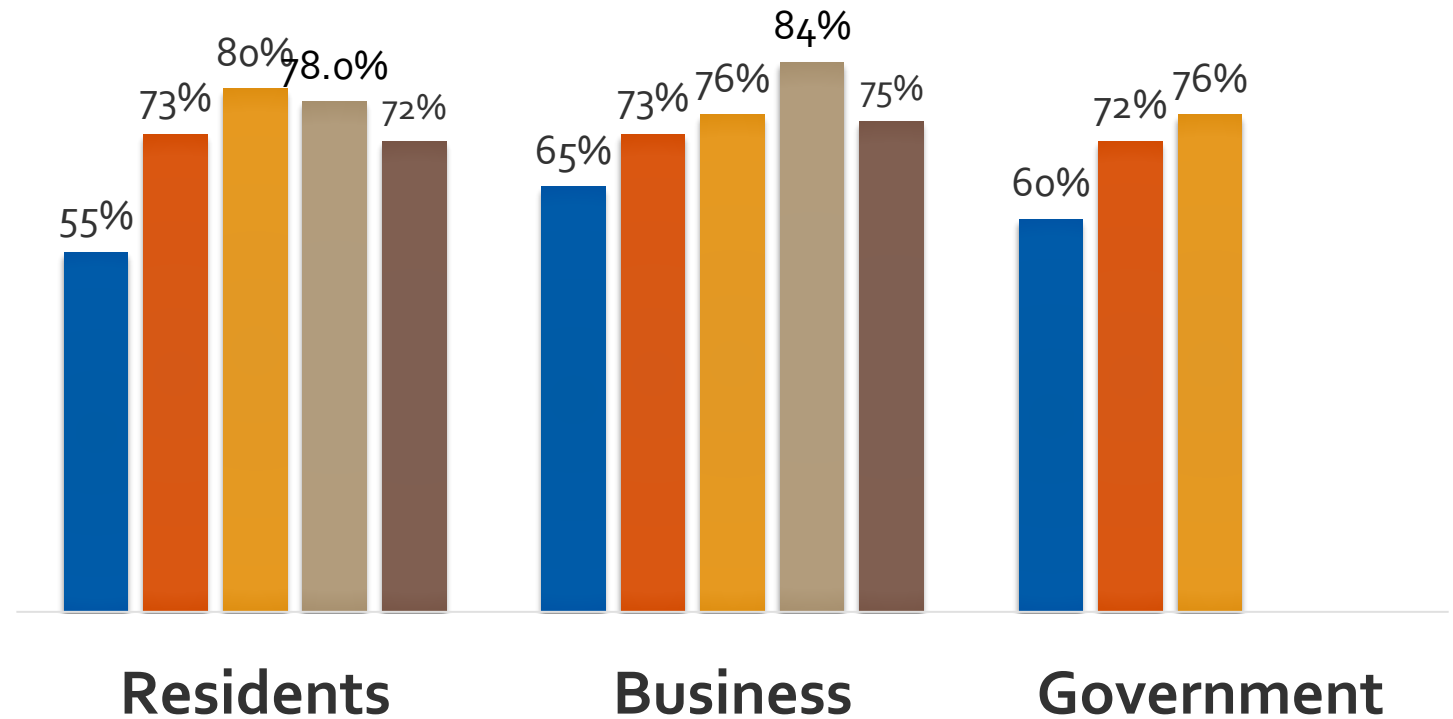
Overall Channel Satisfaction

■ 2014 ■ 2016 ■ 2017 ■ 2018 ■ 2019



Overall Satisfaction Per Stakeholder of eServices

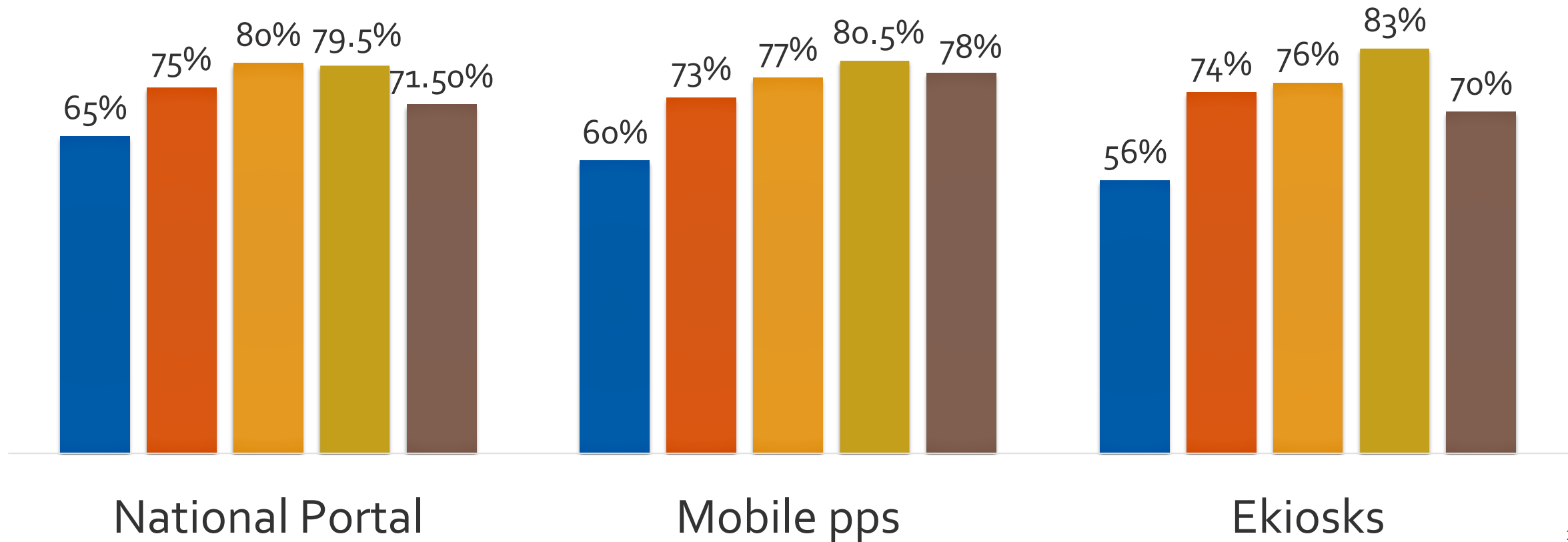
■ 2014 ■ 2016 ■ 2017 ■ 2018 ■ 2019



Channels Satisfaction

































































Overall Channels Satisfaction

■ 2014 ■ 2016 ■ 2017 ■ 2018 ■ 2019



CS INDIVIDUALS AND BUSINESS

E-SERVICES' OVERALL

Ministry	Usage (%)			
	Aware (%)	Usage (%)	from Aware	Satisfaction
Traffic eServices	 72%	 51%	 65%	 83%
Electricity and Water eServices	 71%	 44%	 57%	 78%
Nationality, Passports and Residence Affairs eServices	 45%	 24%	 49%	 80%
Health eServices	 41%	 22%	 49%	 87%
University of Bahrain eServices	 37%	 25%	 61%	 76%
Education eServices	 31%	 13%	 39%	 73%
Transportation and Telecommunications eServices	 25%	 8%	 28%	 76%
Information and eGovernment Authority eServices	 23%	 10%	 38%	 77%
Housing eServices	 19%	 7%	 31%	 82%
Social Insurance Organization eServices	 19%	 6%	 30%	 79%
Justice, Islamic Affairs and Awqaf eServices	 18%	 6%	 28%	 91%
Labour and Social Development eServices	 18%	 5%	 24%	 66%
Works, Municipalities Affairs and Urban Planning eServices	 15%	 3%	 19%	 76%
Bahrain Polytechnic eServices	 14%	 5%	 30%	 89%
Civil Services Bureau eServices	 10%	 7%	 58%	 88%
Foreign Affairs eServices	 3%	 1%	 31%	 65%

E-services overall satisfaction – detailed

eService	Usability	Information Quality	Security	Responsiveness	Perceived Quality	Expectation	Customer satisfaction	Image	Trust	Complaints	Public participation	AVG
Electricity and Water eServices	78	78.6	78.6	74.8	78.8	80.2	87.2	78.6	70.4	78.1	78	78.3
Education eServices	72.6	80.5	77.4	72.6	72.7	75	73.4	67.9	86.7	60.2	68	73.4
University of Bahrain eServices	80.9	78.5	84.5	70.4	75.2	78.8	73.1	77.2	78.4	63.5	78.1	76.2
Traffic eServices	86.6	85.6	86.6	81.8	82	87	83.5	83.7	82.2	74.6	83.1	83.3
Civil Services Bureau eServices	87.7	90.7	87.7	84.6	87.7	90.8	89.2	89.2	87.7	80	89.2	87.7
Nationality, Passports and Residence Affairs eServices	84.1	82.4	85.3	79.8	81.9	82.8	79	80.7	76	69.8	76.1	79.8
Social Insurance Organization eServices	79	75.8	80.7	83.8	85.8	83.8	88.7	66.1	70.9	77.5	80.6	79.3
Health eServices	87.9	88.1	90.8	87.2	86.3	88.5	85.8	88.6	88.1	81.8	88.6	87.4
Works, Municipalities Affairs and Urban Planning eServices	71	77.4	80.6	71	70.9	80.6	70.9	77.4	77.4	77.2	83.8	76.2
Information and eGovernment Authority eServices	87.4	74.7	82.1	83.7	72.6	76.8	71.6	75.8	76.8	65.3	75.8	76.6
Bahrain Polytechnic eServices	93.5	89.1	92.5	89.2	81.3	91.3	82.6	84.8	91.3	89.2	89.1	88.5
Justice, Islamic Affairs and Awqaf eServices	94.5	94.5	94.6	90.9	87.2	96.4	87.3	83.6	89	87.3	92.8	90.7
Labour and Social Development eServices	75.5	66.7	73.4	66.7	71.1	64.4	66.7	60	69.5	57.8	53.3	65.9
Housing eServices	87.7	80	84.6	75.4	80	84.6	81.6	78.4	84.7	78.5	81.6	81.6
Transportation and Telecommunications eServices	83.3	85.7	84.5	76.7	76.7	80.6	80.6	80.6	85.8	75.4	21.9	75.6
Foreign Affairs eServices	77.8	77.7	77.8	77.8	55.6	66.7	53.5	44.4	66.6	66.7	55.5	65.5
AVG	83.0	81.6	83.9	79.2	77.9	81.8	78.42	76.06	80.09	73.9	74.7	79.1

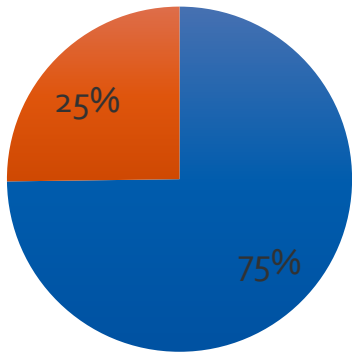
CS INDIVIDUALS AND BUSINESS

**E-SERVICES' OVERALL
PER CHANNELS
AWARENESS**

National Portal

CS individuals

Are you aware of the
National Portal
(www.bahrain.bh)?



■ Aware ■ Not Aware

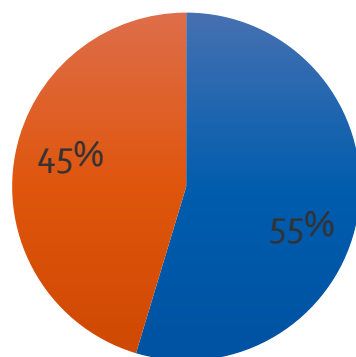
	Frequency	%
Aware	988	75%
Not Aware	333	25%
Total	1321	100%

Which of the following eGovernment Online Services are you aware of in the National Portal (www.bahrain.bh)?

	N	%	Awareness (%)
Electricity and Water eServices	689	70%	70%
Traffic Services	654	66%	66%
University of Bahrain eServices	508	51%	51%
Nationality, Passports and Residence Affairs eServices	373	38%	38%
Health eServices	309	31%	31%
Education eServices	292	30%	30%
Information and eGovernment Authority eServices	186	19%	19%
Transportation and Telecommunications eServices	146	15%	15%
Social Insurance Organization eServices	109	11%	11%
Housing eServices	101	10%	10%
Works, Municipalities Affairs and Urban Planning eServices	82	8%	8%
Labour and Social Development eServices	80	8%	8%
Bahrain Polytechnic eServices	77	8%	8%
Justice, Islamic Affairs and Awqaf eServices	72	7%	7%
Civil Services Bureau eServices	59	6%	6%
Ministry of Foreign Affairs	5	1%	1%
Other	2	0%	0%
	988		

Mobile Apps

Are you aware of the Mobile Apps channel provided by eGovernment?



■ Aware ■ Not Aware

	Frequency	%
Aware	722	55%
Not Aware	599	45%
Total	1321	100%

Which of the following eGovernment Mobile Apps are you aware of?

	N	%	Awareness (%)
eTraffic	512	71%	71%
Electricity and Water Services	493	68%	68%
Student Exam Results	202	28%	28%
Postal Services	140	19%	19%
Tawasul	138	19%	19%
Government Directory	133	18%	18%
Ministry of Housing	131	18%	18%
Sehati	98	14%	14%
eShabab	98	14%	14%
Islamiyat	92	13%	13%
GovEmployee	47	7%	7%
Wejhaty	16	2%	2%
Other	4	1%	1%
	722		

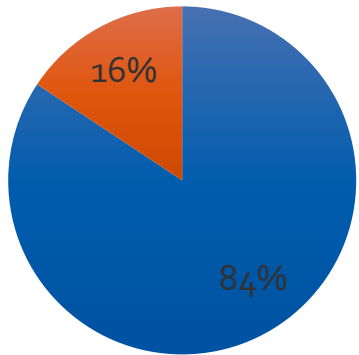
CS INDIVIDUALS AND BUSINESS

**E-SERVICES' OVERALL
PER CHANNELS
USAGE**

National Portal

Have you used any of the Online Services provided by eGovernment via the National Portal (www.bahrain.bh)?

Have you used the National Portal (www.bahrain.bh)?



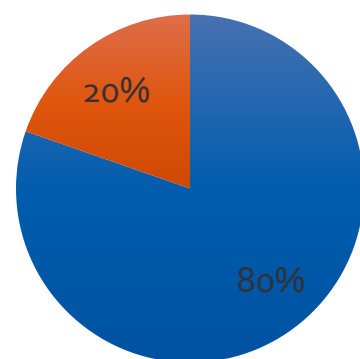
■ Use ■ Not Use

	Frequency	%
Use	833	84%
Not Use	155	16%
Total	988	100%

	Aware (N)	Usage (N)	Usage (%) from each eService Awareness
Electricity and Water eServices	689	442	64%
Traffic Services	654	459	70%
University of Bahrain eServices	508	384	76%
Nationality, Passports and Residence Affairs eServices	373	205	55%
Health eServices	309	173	56%
Education eServices	292	161	55%
Information and eGovernment Authority eServices	186	90	48%
Transportation and Telecommunications eServices	146	65	45%
Social Insurance Organization eServices	109	51	47%
Housing eServices	101	40	40%
Works, Municipalities Affairs and Urban Planning eServices	82	33	40%
Labour and Social Development eServices	80	36	45%
Bahrain Polytechnic eServices	77	30	39%
Justice, Islamic Affairs and Awqaf eServices	72	31	43%
Civil Services Bureau eServices	59	39	66%
Ministry of Foreign Affairs	5	4	80%
Other	2		0%
	988	833	

Mobile Apps

Have you used any of the Mobile Apps provided by eGovernment?



■ Use ■ Not Use

	Frequency	%
Use	580	80%
Not Use	142	20%
Total	722	100%

Which of the following eGovernment Mobile Apps do you use?

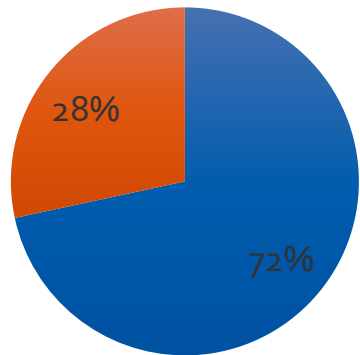
	Aware (N)	Usage (N)	Usage (%) from each eService Awareness
eTraffic	512	372	73%
Electricity and Water Services	493	330	67%
Student Exam Results	202	138	68%
Postal Services	140	91	65%
Tawasul	138	82	59%
Government Directory	133	80	60%
Ministry of Housing	131	67	51%
eShabab	98	47	48%
Sehati	98	41	42%
Islamiyat	92	45	49%
GovEmployee	47	35	74%
Wejhaty	16	7	44%
Other	4	3	75%
	722	580	

CS INDIVIDUALS AND BUSINESS

**E-SERVICES' OVERALL
PER CHANNELS
SATISFACTION**

National Portal

Overall Satisfaction
National Portal
(www.bahrain.bh)?



■ Satisfied ■ Not Satisfied

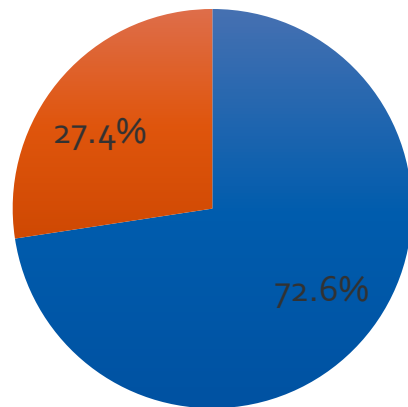
Based on your usage experience of the National Portal
(www.bahrain.bh) channel, Please rate your satisfaction
level

	Satisfaction %
Visual appealing – In terms of design, look and Feel	73%
Protection of customers' personal data	78%
Reliability – complete the service through this channel without errors	70%
Functioning all the time	67%
Accessibility – Easy to reach	72%
User friendly – simple steps to follow	74%
Instructions on how to use the eServices	67%
Range of Services offered	72%
Time taken to complete the eServices	70%
Information Accuracy	72%
The way Information is presented in the channel	70%
Up-to-date Information	71%
Instructions of how to raise complaints	64%
Readability (Font Size, Font Style, Word Spacing, Line Spacing)	78%
Meeting customers' overall expectation	76%
Average	72%

Mobile Apps

CS individuals

Overall Satisfaction
Mobile Apps



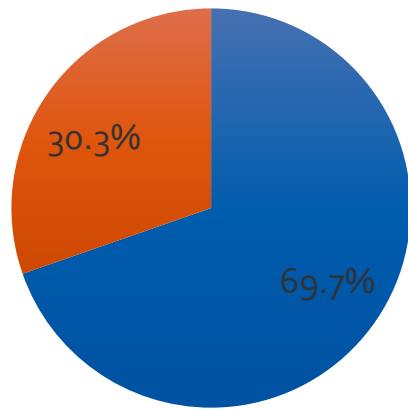
■ Satisfied ■ Not Satisfied

Based on your usage experience of the Mobile Apps channel, Please rate your satisfaction level

	Satisfaction %
Visual appealing – In terms of design, look and Feel	73%
Protection of customers' personal data	75%
Reliability – complete the service through this channel without errors	70%
Functioning all the time	66%
Accessibility – Easy to reach	76%
User friendly – simple steps to follow	75%
Instructions on how to use the eServices	72%
Range of Services offered	73%
Time taken to complete the eServices	73%
Information Accuracy	75%
The way Information Organized in the channel	69%
Up-to-date Information	71%
Instructions of how to raise complaints	68%
Readability (Font Size, Font Style, Word Spacing, Line Spacing)	77%
Meeting customers' overall expectation	78%
Average	72.6%

eGovernment eKiosk

Overall Satisfaction
eKiosk



■ Satisfied ■ Not Satisfied

**Based on your usage experience of the eKiosk channel,
Please rate your satisfaction level**

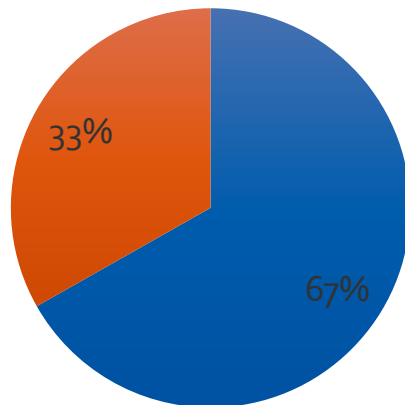
**Satisfaction
%**

Visual appealing – In terms of design, look and Feel	68%
Protection of customers' personal data	73%
Reliability – complete the service through this channel without errors	67%
Functioning all the time	63%
Accessibility – Easy to reach	73%
User friendly – simple steps to follow	73%
Instructions on how to use the eServices	67%
Range of Services offered	67%
Time taken to complete the eServices	71%
Information Accuracy	73%
The way Information Organized in the channel	71%
Up-to-date Information	70%
Instructions of how to raise complaints	62%
Readability (Font Size, Font Style, Word Spacing, Line Spacing)	76%
Meeting customers' overall expectation	71%
User interface responsiveness (Touch Screen is responsive)	70%
Average	69.7%

Tawasul

CS individuals

Overall Satisfaction
Tawasul



■ Satisfied ■ Not Satisfied

Please rate your satisfaction level of the Tawasul
Suggestions & Complaints system provided by
eGovernment

	Satisfaction %
Visual appealing – In terms of design, look and Feel	63%
Protection of customers' personal data	74%
Reliability – complete the service through this channel without errors	61%
Functioning all the time	69%
Accessibility – Easy to reach	65%
User friendly – simple steps to follow	65%
Instructions on how to use the eServices	67%
Range of Services offered	61%
Time taken to complete the eServices	63%
Information Accuracy	67%
The way Information Organized in the channel	65%
Up-to-date Information	70%
Instructions of how to raise complaints	65%
Readability (Font Size, Font Style, Word Spacing, Line Spacing)	73%
Meeting customers' overall expectation	75%
Average	67%

CUSTOMER SATISFACTION INDEX CSI

Customer Satisfaction Index (CSI) Per Stakeholder

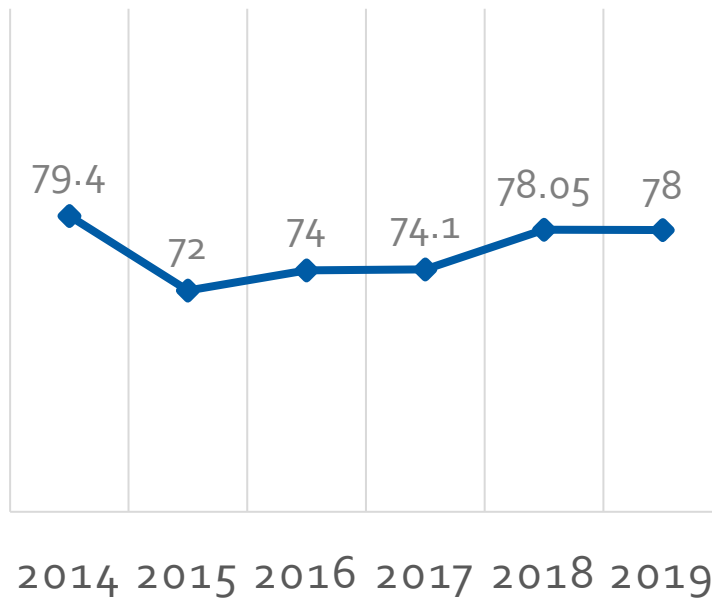
Customer Satisfaction Index (CSI)

	2014	2015	2016	2017	2018	2019
CSI – Resident	79	73	74	74.1	78.05	78
CSI – Business	80	68	79	71.7	78.22	68
CSI - Government	71.5	80	74	80.8	84.9	78.6
BHCSI	79.4	72	74	73.8	78.1	77

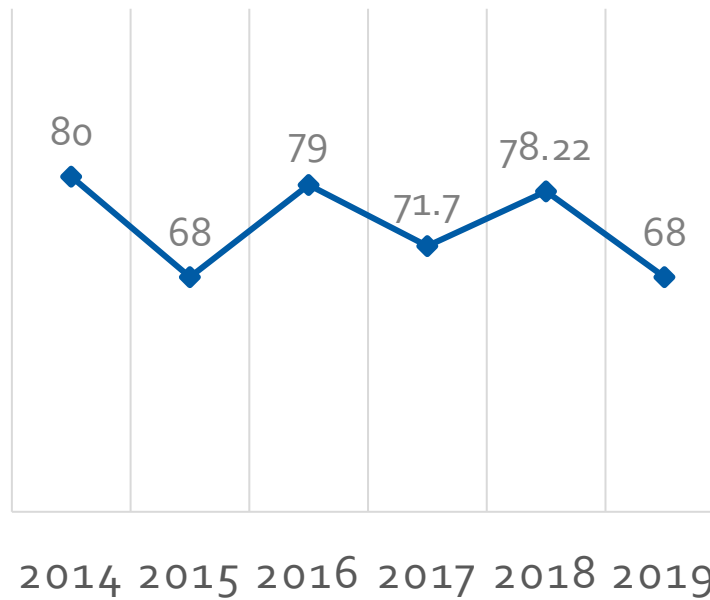
Customer Satisfaction Index (CSI) Per Stakeholder

Customer Satisfaction Index (CSI)

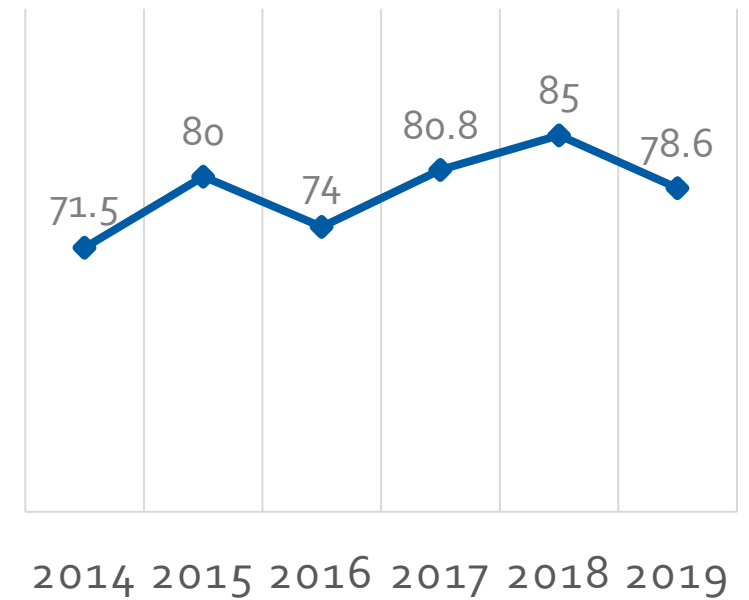
CSI - RESIDENT



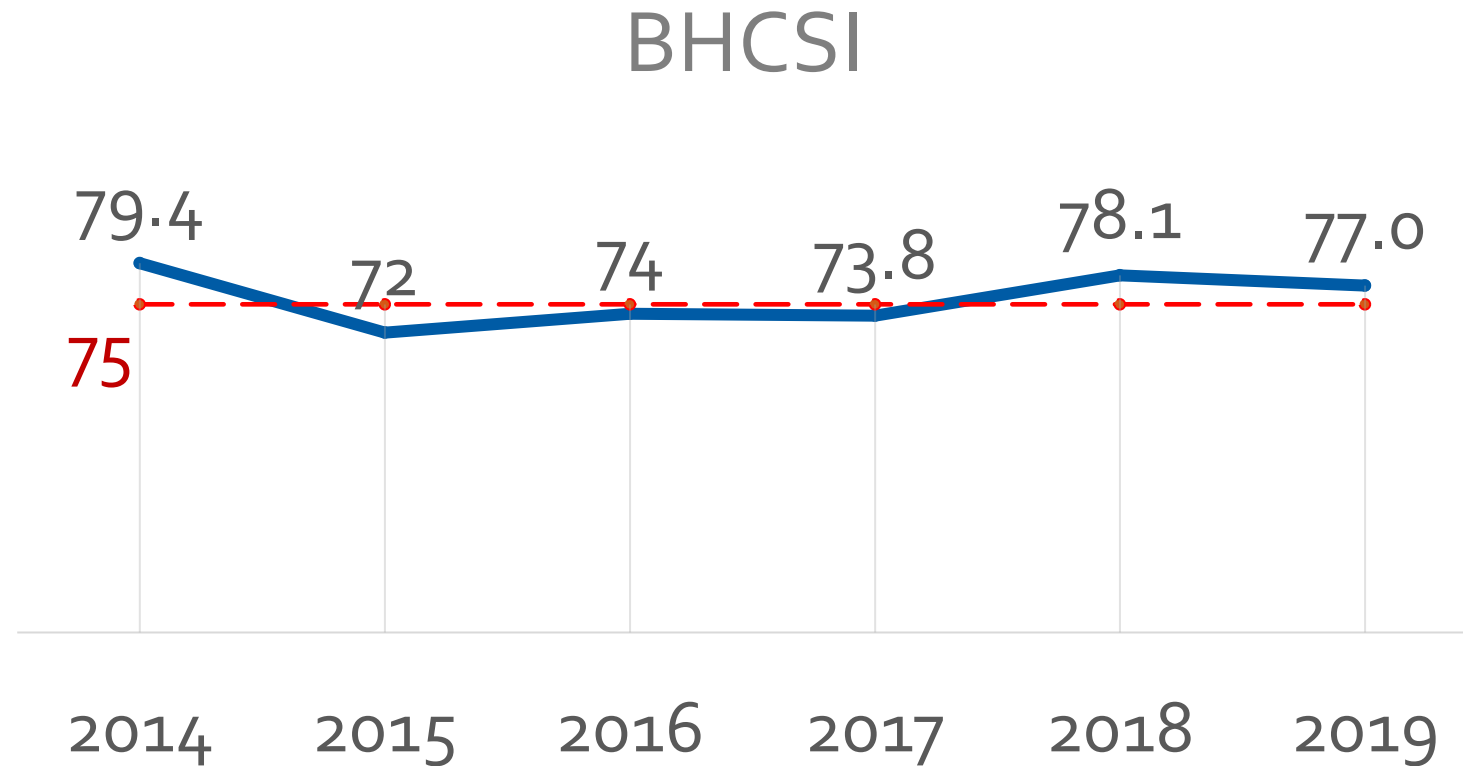
CSI - BUSINESS



CSI - GOVERNMENT

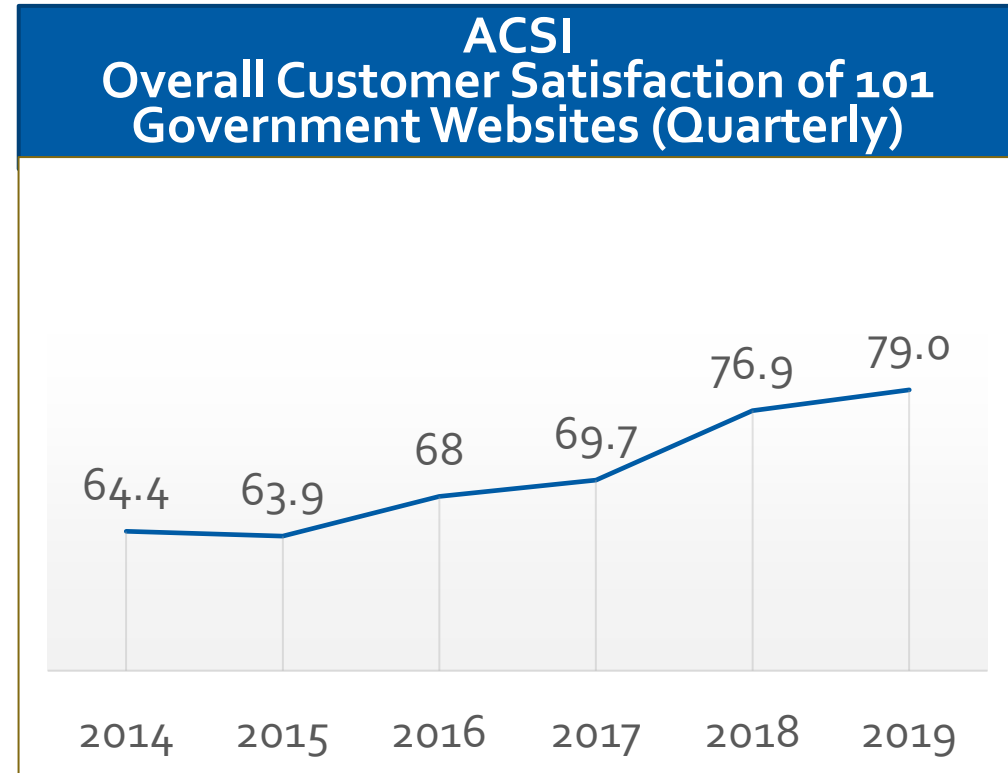
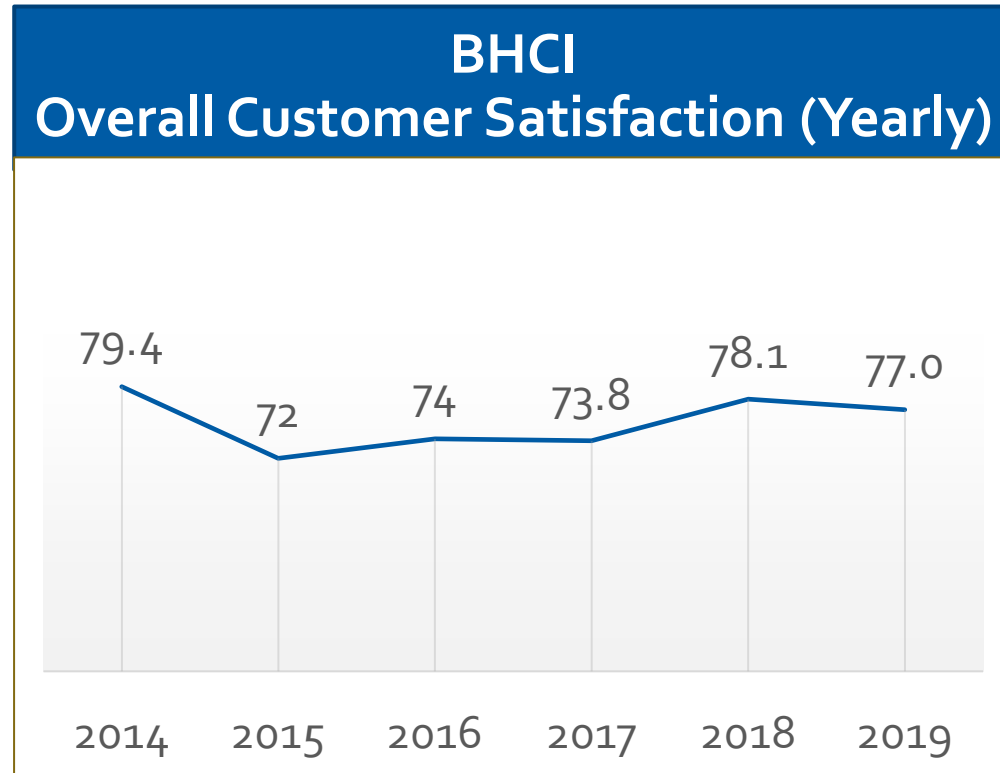


Bahrain Customer Satisfaction Index (BHCSI)



	2014	2015	2016	2017	2018	2019
CSI – Resident	79	73	74	74.1	78.05	78
CSI – Business	80	68	79	71.7	78.22	68
CSI - Government	71.5	80	74	80.8	84.9	78.6
BHCSI	79.4	72	74	73.8	78.1	77

Benchmarking with American Customer Satisfaction Index (ACSI)



British CSI	2014	2015	2016	2017	2018	2019	Average
	76.7	76	77	78			77%

CSI (Index) Per Entity eServices

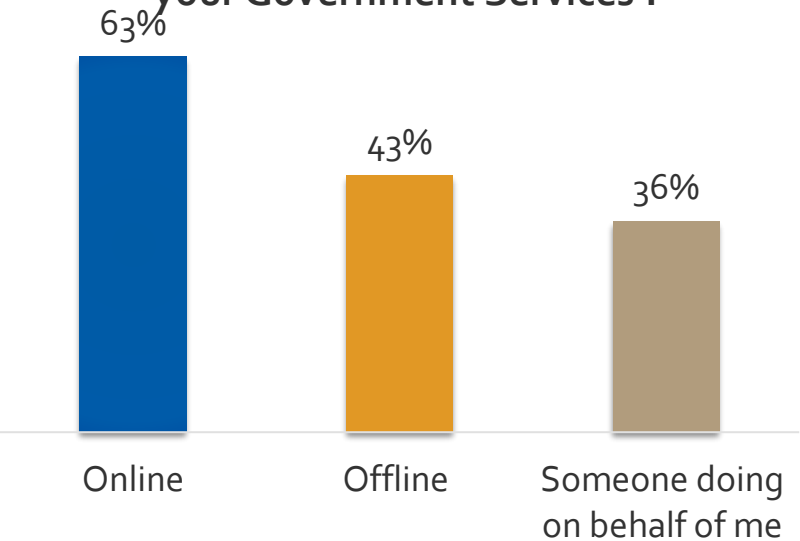
Entity	CSI (Index)	
	2018	2019
Electricity and Water eServices	79.2	75.0
Education eServices	78.7	73.0
University of Bahrain eServices	78.0	74.0
Traffic eServices	80.9	78.0
Civil Services Bureau eServices	84.9	80.0
Nationality, Passports and Residence Affairs eServices	82.2	75.5
Social Insurance Organization eServices	81.7	77.0
Health eServices	77.7	80.0
Works, Municipalities Affairs and Urban Planning eServices	80.5	75.8
Information and eGovernment Authority eServices	79.9	74.0
Bahrain Polytechnic eServices	82.3	79.0
Justice, Islamic Affairs and Awqaf eServices	73.9	79.0
Labour and Social Development eServices	75.3	72.0
Housing eServices	78.3	77.7
Transportation and Telecommunications eServices	83.2	79.0
Foreign Affairs eServices	-	64.0
Ministry of Industry, Commerce and Tourism eServices	80.1	
Customs Affairs eServices	77.1	

CS AND CSI

More Investigation

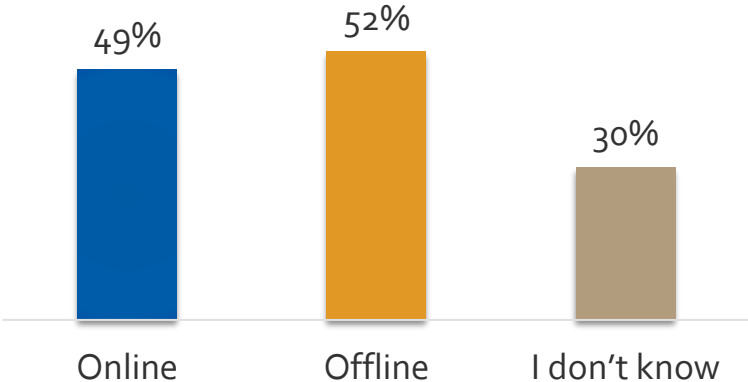
Individual: Overall Dealing and Overall Awareness

How do you deal or interact with the Government services provided by the government entities and Ministries. How do you complete your Government Services ?



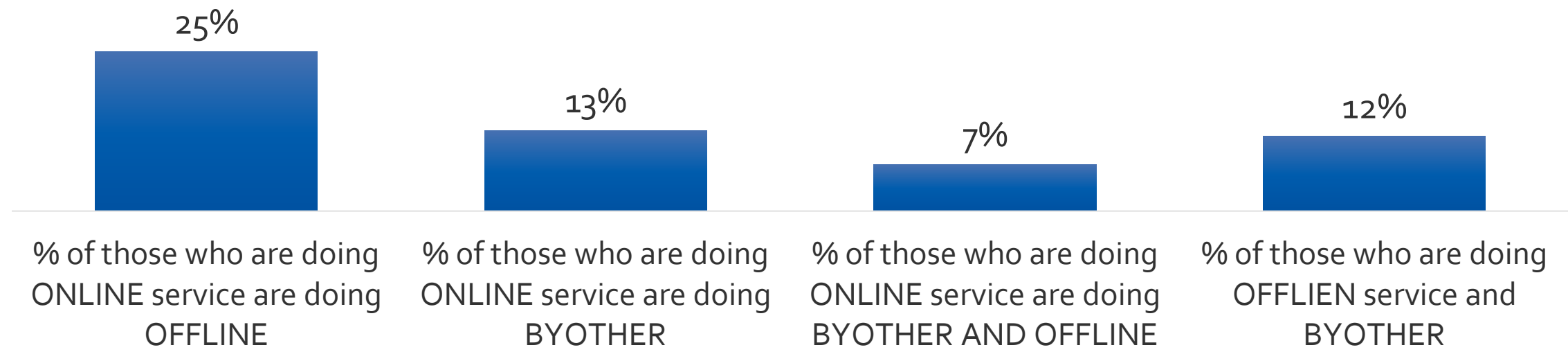
How do you deal or interact with the Government services provided by the government entities and Ministries. How do you complete your Government Services	Frequency	%
Online	834	63%
Offline (Physically visiting the service center)	570	43%
Someone doing on behalf of me (Family, Friends, Relatives, Clearing Agent)	469	36%
Total	1321	

If some is doing your Government services on behalf of you, How does he/she deal or interact with the Government services provided by the government entities and Ministries.



If some is doing your Government services on behalf of you, How does he/she deal or interact with the Government services provided by the government entities and Ministries.	Frequency	%
Online	230	49%
Offline (Physically visiting the service center)	246	52%
I don't know	140	30%
Total	469	

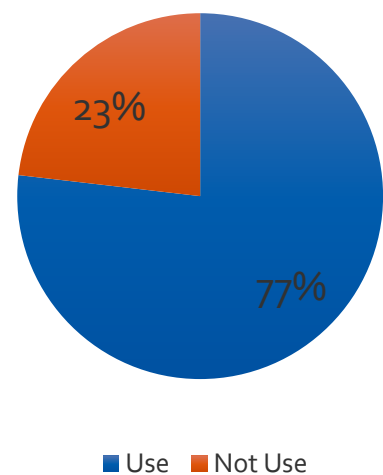
Individual: Overall Dealing and Overall Awareness



	Frequency	%
% of those who are doing ONLINE service are doing OFFLINE	328	25%
% of those who are doing ONLINE service are doing BYOTHER	166	13%
% of those who are doing ONLINE service are doing BYOTHER AND OFFLINE	96	7%
% of those who are doing OFFLIEN service and BYOTHER	154	12%

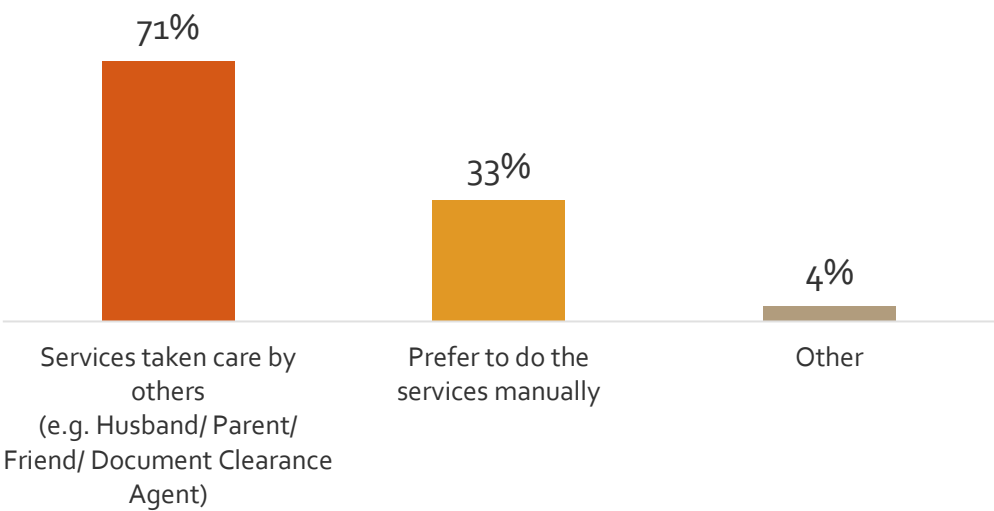
Individual: Usage and Transaction Experience

Overall Usage



	Frequency	%
Use	1015	77%
Not Use	306	23%
Total	1321	100%

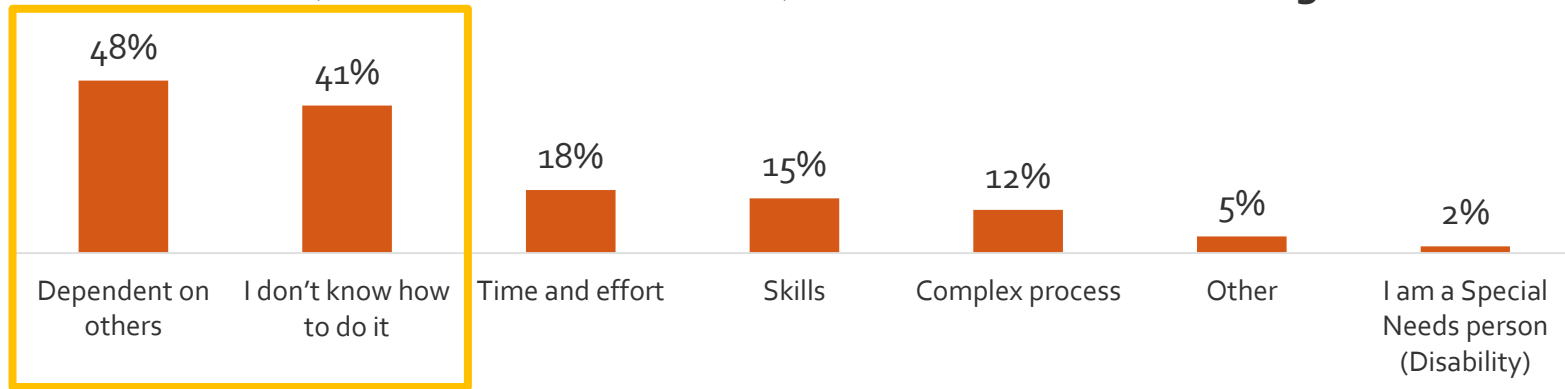
What are the reasons for not using the Online Services provided by the eGovernment



What are the reasons for not using the Online Services provided by the eGovernment(You can select more than one)	N	%
Services taken care by others (e.g. Husband/Parent/Friend/Document Clearance Agent)	216	71%
Prefer to do the services manually	101	33%
Other	13	4%
	306	

Individual: Usage and Transaction Experience

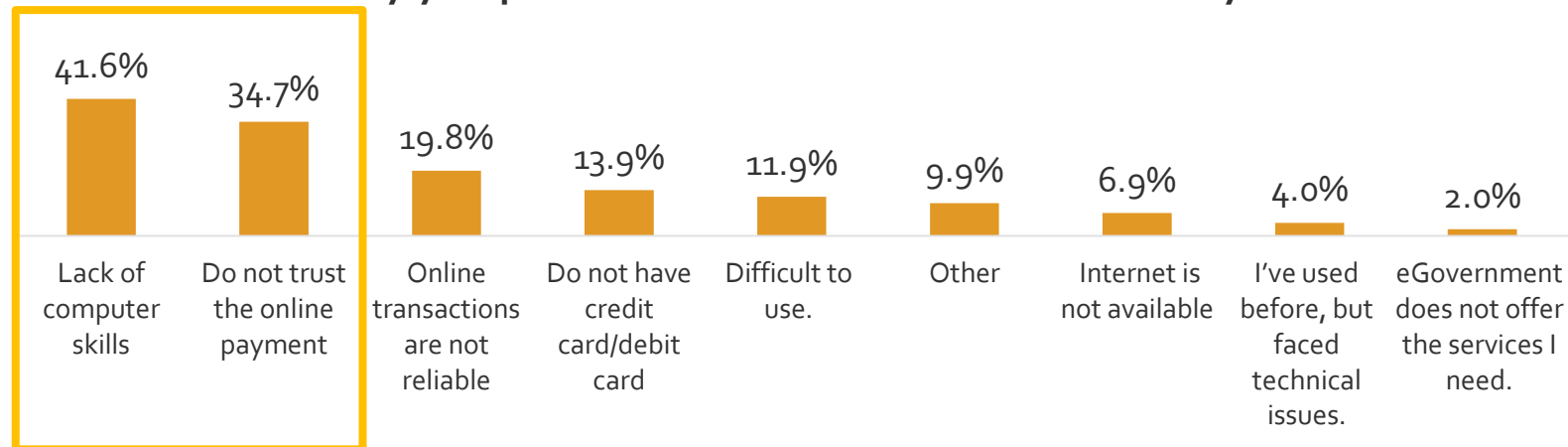
Why Online Services provided by the eGovernment are taken by others (Husband/Parent/Friend) or Document Clearance Agent?



Why Online Services provided by the eGovernment are taken by others (Husband/Parent/Friend) or Document Clearance Agent?

	N	%
Dependent on others	104	48%
I don't know how to do it	89	41%
Time and effort	38	18%
Skills	33	15%
Complex process	26	12%
Other	10	5%
I am a Special Needs person (Disability)	4	2%
	216	

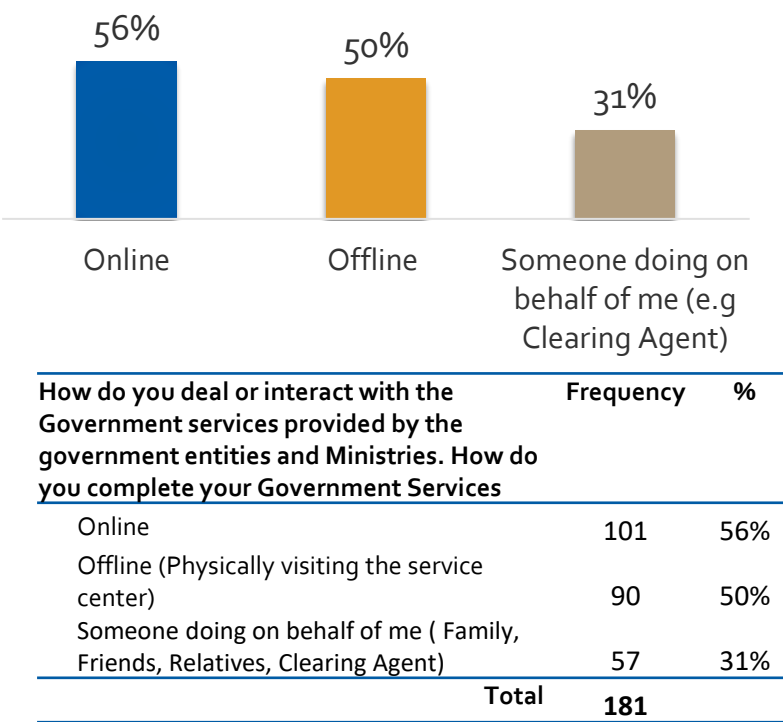
Why you prefer eGovernment services manually?



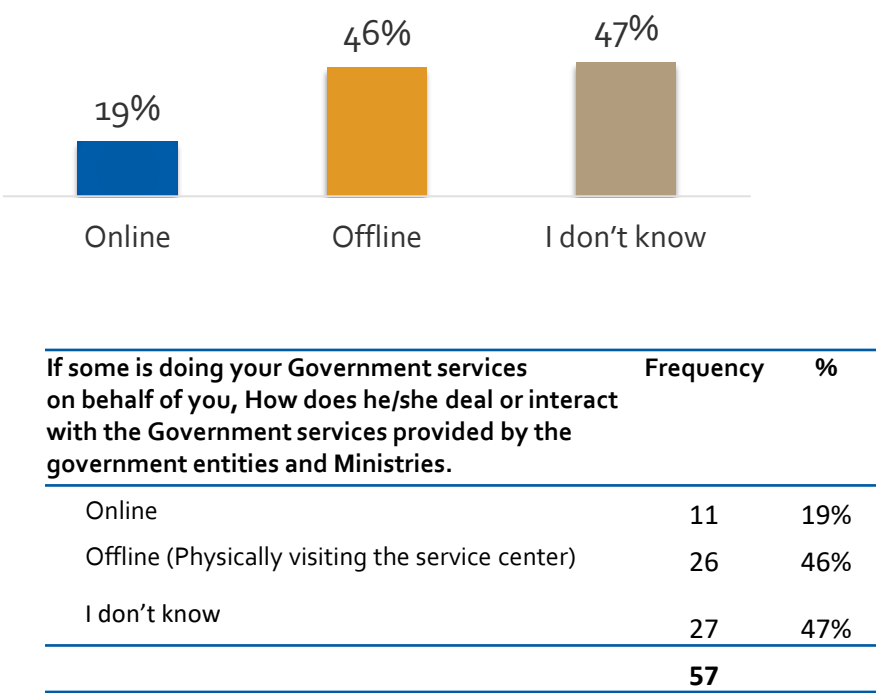
Why you prefer eGovernment services manually?	N	%
Lack of computer skills	42	41.6%
Do not trust the online payment	35	34.7%
Online transactions are not reliable	20	19.8%
Do not have credit card/debit card	14	13.9%
Difficult to use.	12	11.9%
Other	10	9.9%
Internet is not available	7	6.9%
I've used before, but faced technical issues.	4	4.0%
eGovernment does not offer the services I need.	2	2.0%
	101	

Business: Overall Dealing and Overall Awareness

How do you deal or interact with the Government services provided by the government entities and Ministries. How do you complete your Government Services ?



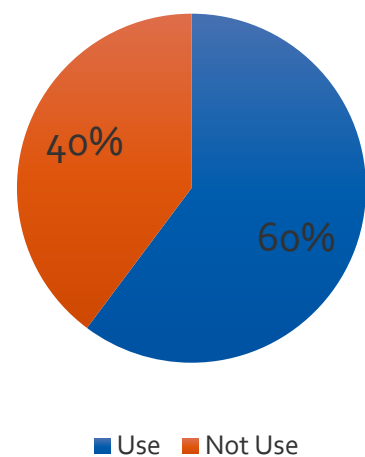
If some is doing your Government services on behalf of you, How does he/she deal or interact with the Government services provided by the government entities and Ministries.



Business:Usage and Transaction Experience

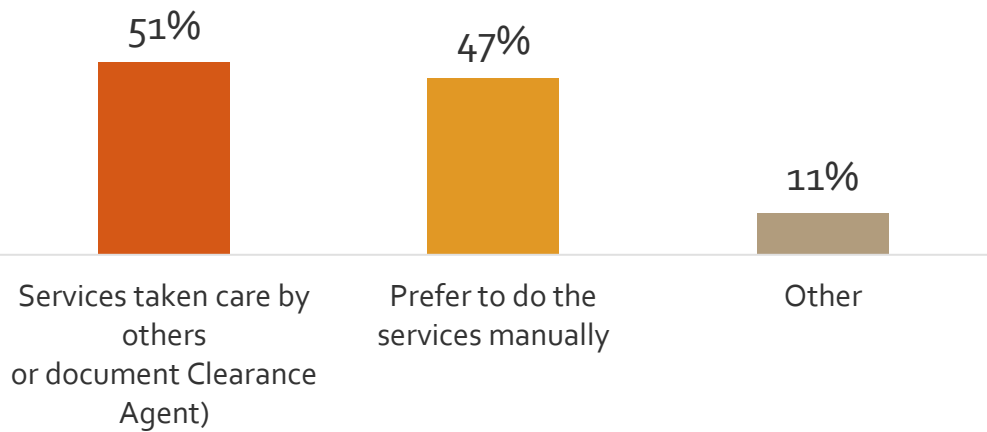
*Usage % From ALL Population

Overall Usage



	Frequency	%
Use	109	60%
Not Use	72	40%
Total	181	100%

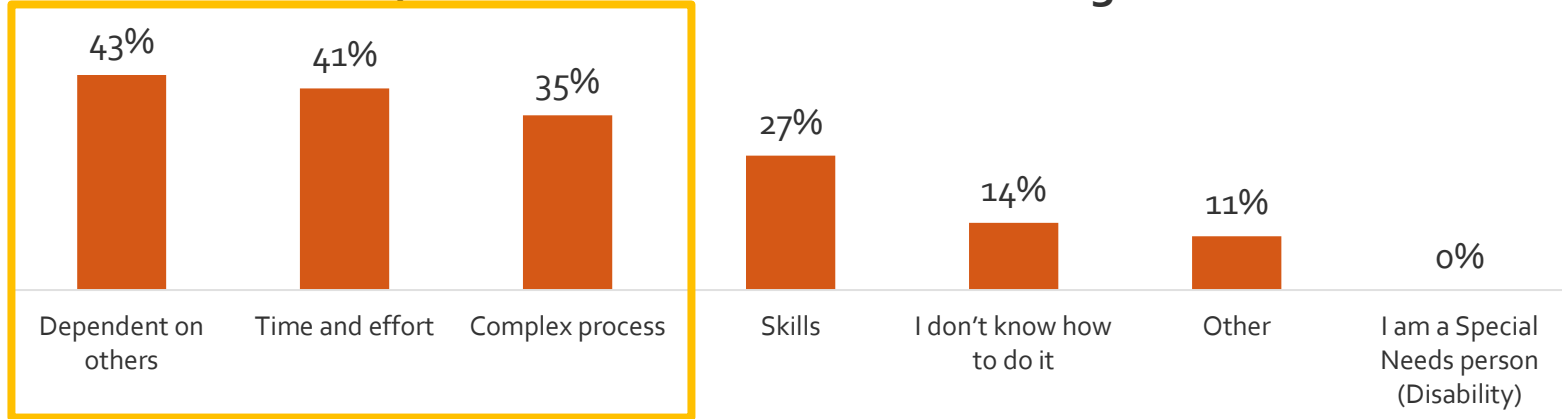
What are the reasons for not using the Online Services provided by the eGovernment



What are the reasons for not using the Online Services provided by the eGovernment(You can select more than one)		
	N	%
Services taken care by others or document Clearance Agent)	37	51%
Prefer to do the services manually	34	47%
Other	8	11%
	72	

Business: Usage and Transaction Experience

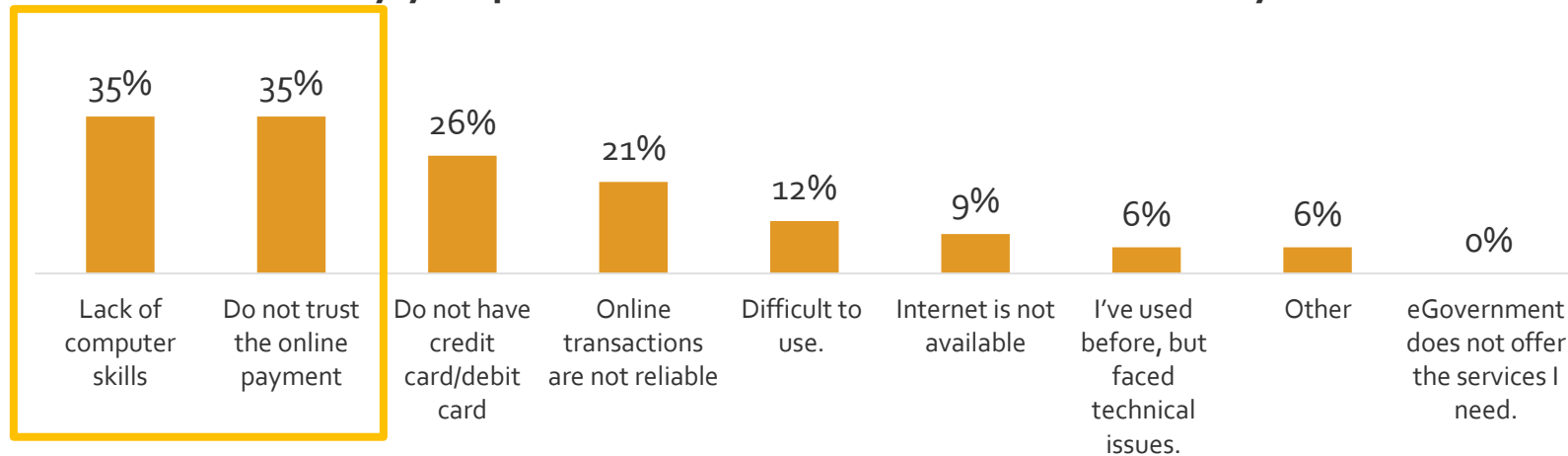
Why Online Services provided by the eGovernment are taken by others or Document Clearance Agent?



Why Online Services provided by the eGovernment are taken by others (Husband/Parent/Friend) or Document Clearance Agent?

	N	%
Dependent on others	16	43%
Time and effort	15	41%
Complex process	13	35%
Skills	10	27%
I don't know how to do it	5	14%
Other	4	11%
I am a Special Needs person (Disability)	0	0%
Total	37	

Why you prefer eGovernment services manually?



Why you prefer eGovernment services manually?	N	%
Lack of computer skills	12	35%
Do not trust the online payment	12	35%
Do not have credit card/debit card	9	26%
Online transactions are not reliable	7	21%
Difficult to use.	4	12%
Internet is not available	3	9%
I've used before, but faced technical issues.	2	6%
Other	2	6%
eGovernment does not offer the services I need.	0	0%
Total	34	

CS BUSINESS RESULTS

JUSTIFICATION FOR LOW USAGE

CS BUSINESS RESULTS

JUSTIFICATION FOR LOW USAGE

**EVIDENCES FOR LOW USAGE FROM
THE RELEVANT E-SERVICES STUDY
(2018)**

Evidences for low usage from the Relevant E-services study (2018)

- From the previous year survey it has been noticed that Sijilat eService:
 - Awareness 65%
 - Usage 45%
 - Satisfaction 80%
- Also it has been noticed that 63% of the Business are using clearing Agent.

CS BUSINESS RESULTS

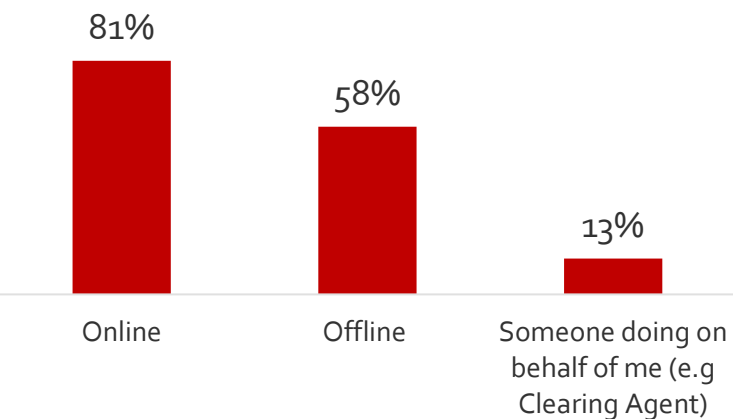
JUSTIFICATION FOR LOW USAGE

**IMPACT OF HIGH PERCENTAGE OF
ASIAN**

Overall Dealing

Bahraini

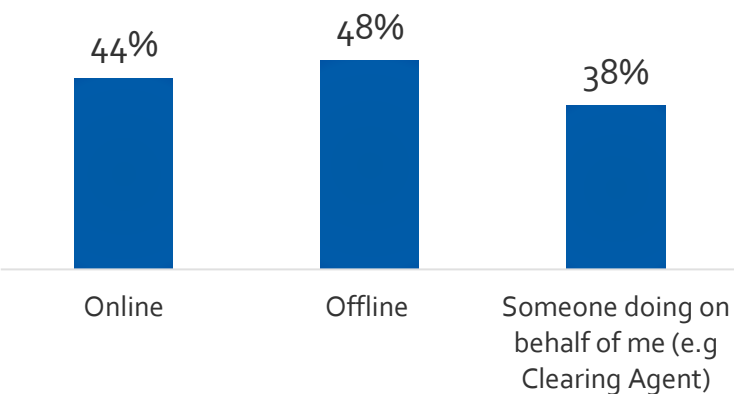
How do you deal or interact with the Government services provided by the government entities and Ministries. How do you complete your Government Services ?



How do you deal or interact with the Government services provided by the government entities and Ministries. How do you complete your Government Services		
	Frequency	%
Online	39	81%
Offline	28	58%
Someone doing on behalf of me (e.g Clearing Agent)	6	13%
Total	48	

Asian

How do you deal or interact with the Government services provided by the government entities and Ministries. How do you complete your Government Services ?

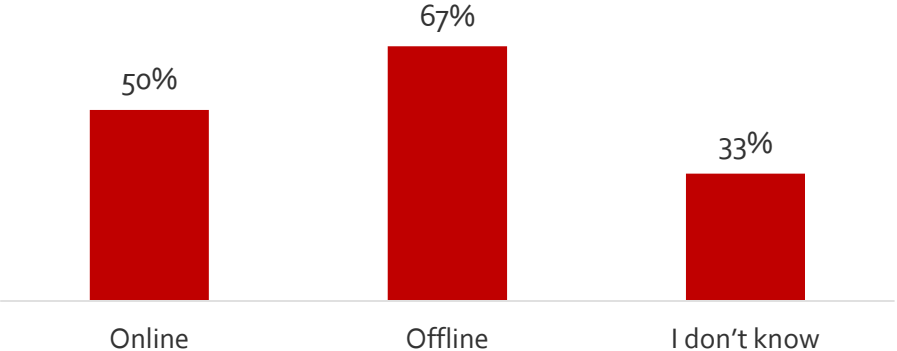


How do you deal or interact with the Government services provided by the government entities and Ministries. How do you complete your Government Services		
	Frequency	%
Online	55	44%
Offline	60	48%
Someone doing on behalf of me (e.g Clearing Agent)	47	38%
Total	124	

Overall Dealing

Bahraini

If some is doing your Government services on behalf of you, How does he/she deal or interact with the Government services provided by the government entities and Ministries.

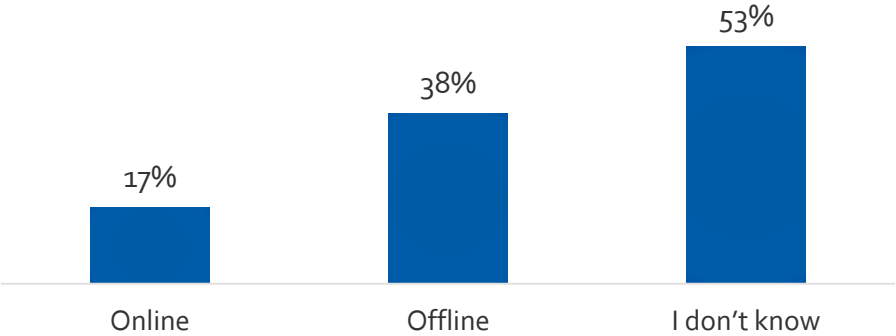


If some is doing your Government services on behalf of you, How does he/she deal or interact with the Government services provided by the government entities and Ministries.

	Frequency	%
Online	3	50%
Offline	4	67%
I don't know	2	33%
Total	6	

Asian

If some is doing your Government services on behalf of you, How does he/she deal or interact with the Government services provided by the government entities and Ministries.



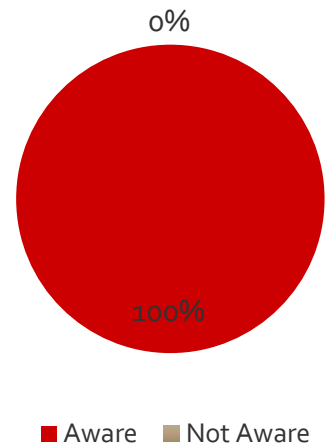
If some is doing your Government services on behalf of you, How does he/she deal or interact with the Government services provided by the government entities and Ministries.

	Frequency	%
Online	8	17%
Offline	18	38%
I don't know	25	53%
Total	47	

Awareness of Online Services provided by the eGovernment

Bahraini

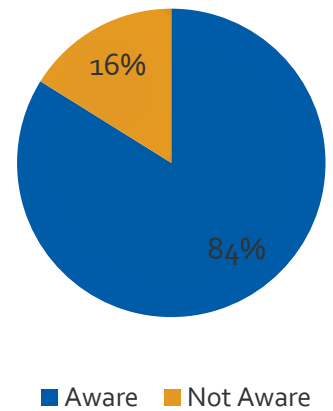
Overall Awareness



Overall Awareness	Frequency	%
Aware	48	100%
Not Aware	0	0%
Total	48	100%

Asian

Overall Awareness



Overall Awareness	Frequency	%
Aware	104	84%
Not Aware	20	16%
Total	124	100%

Awareness of Online Services provided by the eGovernment

Bahraini

Which of the following government entities (Sectors/Ministries) you are aware about their eServices which are provided via eGovernment channels?

	N	%	Awareness
Electricity and Water eServices	47	98%	98%
Education eServices	20	42%	42%
Industry, Commerce and Tourism eServices	30	63%	63%
Traffic Services	45	94%	94%
Tender Board eServices	12	25%	25%
Customs Affairs eServices	26	54%	54%
Social Insurance Organization eServices	12	25%	25%
Health eServices	32	67%	67%
Works, Municipalities Affairs and Urban Planning eServices	17	35%	35%
Information and eGovernment Authority eServices	29	60%	60%
Justice, Islamic Affairs and Awqaf eServices	13	27%	27%
Transportation and Telecommunications eServices	24	50%	50%
Other	1	2%	2%

Asian

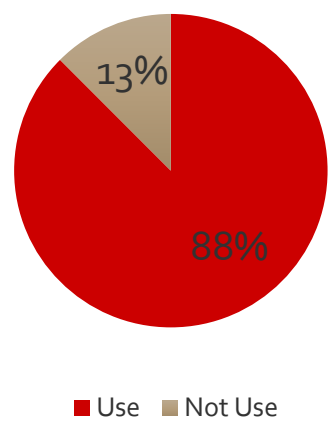
Which of the following government entities (Sectors/Ministries) you are aware about their eServices which are provided via eGovernment channels?

	N	%	Awareness
Electricity and Water eServices	99	95%	95%
Education eServices	25	24%	24%
Industry, Commerce and Tourism eServices	23	22%	22%
Traffic Services	63	61%	61%
Tender Board eServices	11	11%	11%
Customs Affairs eServices	18	17%	17%
Social Insurance Organization eServices	11	11%	11%
Health eServices	33	32%	32%
Works, Municipalities Affairs and Urban Planning eServices	11	11%	11%
Information and eGovernment Authority eServices	24	23%	23%
Justice, Islamic Affairs and Awqaf eServices	10	10%	10%
Transportation and Telecommunications eServices	37	36%	36%
Other	1	1%	1%

Usage and Transaction Experience

Bahraini

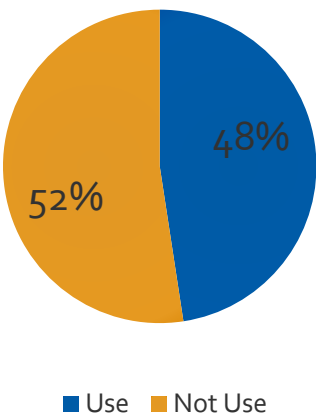
Overall Usage



Overall Usage		
Have you used any of the Online Services provided by the Government?		
	Frequency	%
Use	42	88%
Not Use	6	13%
	48	100%

Asian

Overall Usage

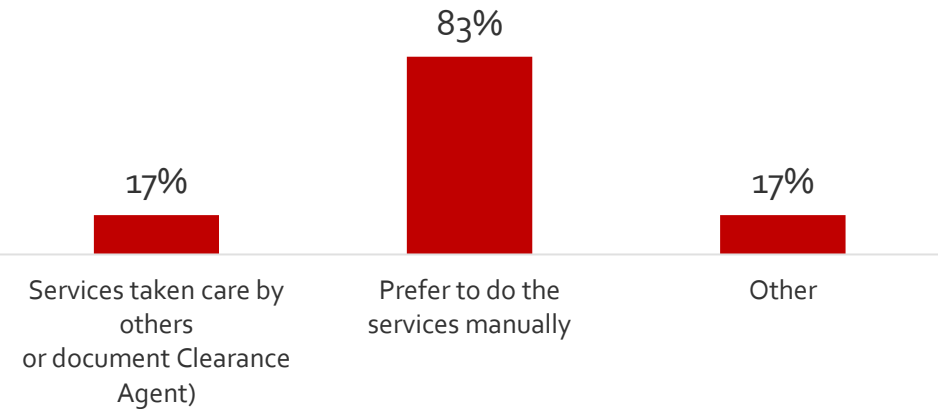


Overall Usage		
Have you used any of the Online Services provided by the Government?		
	Frequency	%
Use	59	48%
Not Use	65	52%
	124	100%

Usage and Transaction Experience

Bahraini

What are the reasons for not using the Online Services provided by the eGovernment

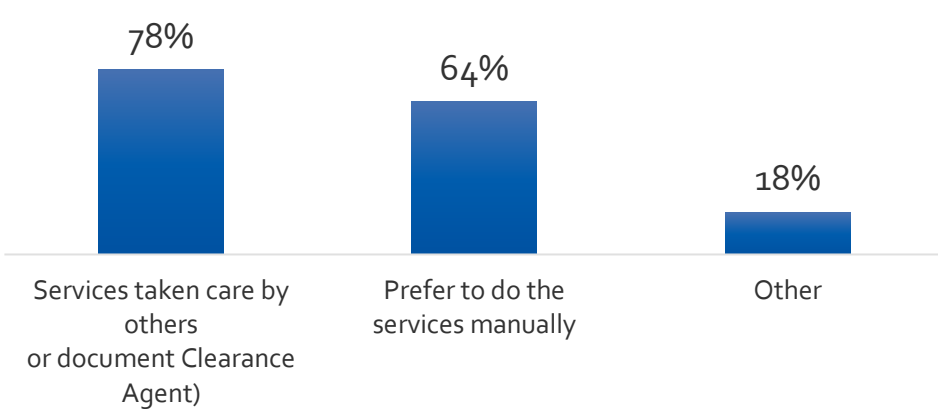


What are the reasons for not using the Online Services provided by the eGovernment(You can select more than one)

	N	%
Services taken care by others or document Clearance Agent)	1	17%
Prefer to do the services manually	5	83%
Other	1	17%
	6	

Asian

What are the reasons for not using the Online Services provided by the eGovernment

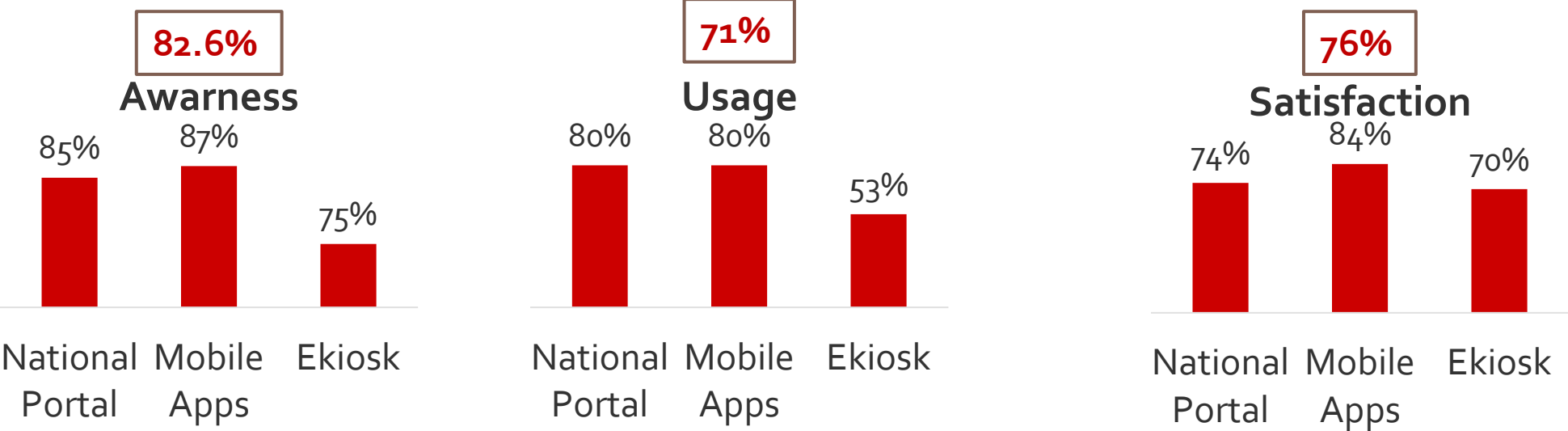


What are the reasons for not using the Online Services provided by the eGovernment(You can select more than one)

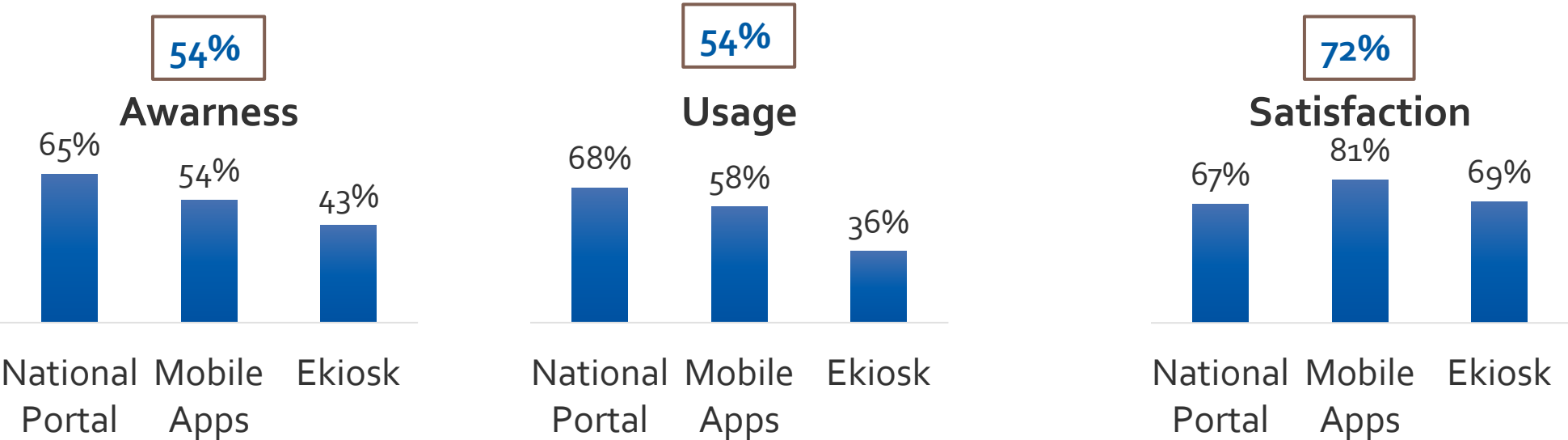
	N	%
Services taken care by others or document Clearance Agent)	35	78%
Prefer to do the services manually	29	64%
Other	8	18%
	45	

Channels Summary

Bahraini



Asian



1) National Portal (Awareness & Usage per E-services)

Bahraini

	Aware (N)	Usage (N)	Awareness (%)	Usage (%) from each eService Awareness
Electricity and Water e Services	33	23	80%	70%
Education eServices	17	12	41%	71%
Industry, Commerce and Tourism eServices	24	12	59%	50%
Traffic eServices	34	23	83%	68%
Tender Board eServices	2	0	5%	0%
Customs Affairs eServices	21	12	51%	57%
Social Insurance Organization eServices	9	6	22%	67%
Health eServices	20	9	49%	45%
Works, Municipalities Affairs and Urban Planning eServices	9	4	22%	44%
Information and eGovernment Authority eServices	26	17	63%	65%
Justice, Islamic Affairs and Awqaf eServices	13	5	32%	38%
Transportation and Telecommunications eServices	11	7	27%	64%
Other	1	1		

Asian

	Aware (N)	Usage (N)	Awareness (%)	Usage (%) from each eService Awareness
Electricity and Water e Services	70	34	86%	49%
Education eServices	31	8	38%	26%
Industry, Commerce and Tourism eServices	20	7	25%	35%
Traffic eServices	64	32	79%	50%
Tender Board eServices	2	0	2%	0%
Customs Affairs eServices	16	4	20%	25%
Social Insurance Organization eServices	11	1	14%	9%
Health eServices	36	11	44%	31%
Works, Municipalities Affairs and Urban Planning eServices	8	3	10%	38%
Information and eGovernment Authority eServices	17	6	21%	35%
Justice, Islamic Affairs and Awqaf eServices	10	1	12%	10%
Transportation and Telecommunications eServices	28	8	35%	29%
Other	1	2		

2) Mobile Apps (Awareness & Usage per E-services)

Bahraini

	Aware (N)	Usage (N)	Awareness (%)	Usage (%) from each eService Awareness
Electricity and Water Services	38	28	93%	74%
eTraffic	39	30	95%	79%
Sehahi	23	15	56%	39%
Government Directory	21	8	51%	21%
Islamiyat	6	3	15%	8%
Wejhaty	16	10	39%	26%
Postal Services	12	2	29%	5%
Tawasul	12	7	29%	18%
Other, please specify	0	1	0%	3%

Asian

	Aware (N)	Usage (N)	Awareness (%)	Usage (%) from each eService Awareness
Electricity and Water Services	53	27	79%	51%
eTraffic	58	33	87%	62%
Sehahi	9	5	13%	9%
Government Directory	20	4	30%	8%
Islamiyat	2	1	3%	2%
Wejhaty	8	2	12%	4%
Postal Services	8	3	12%	6%
Tawasul	8	1	12%	2%
Other, please specify	0	3	0%	6%
	1		1%	0%

1) National Portal (Satisfaction)

Bahraini

Based on your usage experience of the National Portal (www.bahrain.bh) channel, Please rate your satisfaction level

Satisfaction %

Visual appealing – In terms of design, look and Feel	75.8%
Protection of customers' personal data	75.8%
Reliability – complete the service through this channel without errors	66.7%
Functioning all the time	66.7%
Accessibility – Easy to reach	66.7%
User friendly – simple steps to follow	66.7%
Instructions on how to use the eServices	81.8%
Range of Services offered	69.7%
Time taken to complete the eServices	75.8%
Information Accuracy	75.8%
The way Information is presented in the channel	78.8%
Up-to-date Information	72.7%
Instructions of how to raise complaints	63.6%
Readability (Font Size, Font Style, Word Spacing, Line Spacing)	81.8%
Meeting customers' overall expectation	84.8%
Average	73.5%

Asian

Based on your usage experience of the National Portal (www.bahrain.bh) channel, Please rate your satisfaction level

Satisfaction %

Visual appealing – In terms of design, look and Feel	63.6%
Protection of customers' personal data	67.3%
Reliability – complete the service through this channel without errors	61.8%
Functioning all the time	58.2%
Accessibility – Easy to reach	74.5%
User friendly – simple steps to follow	74.5%
Instructions on how to use the eServices	69.1%
Range of Services offered	69.1%
Time taken to complete the eServices	74.5%
Information Accuracy	69.1%
The way Information is presented in the channel	58.2%
Up-to-date Information	65.5%
Instructions of how to raise complaints	61.8%
Readability (Font Size, Font Style, Word Spacing, Line Spacing)	65.5%
Meeting customers' overall expectation	76.4%
Average	67.3%

2) Mobile Apps (Satisfaction)

Bahraini

Based on your usage experience of the Mobile Apps channel, Please rate your satisfaction level

	Satisfaction %
Visual appealing – In terms of design, look and Feel	85%
Protection of customers' personal data	88%
Reliability – complete the service through this channel without errors	70%
Functioning all the time	91%
Accessibility – Easy to reach	82%
User friendly – simple steps to follow	85%
Instructions on how to use the eServices	79%
Range of Services offered	88%
Time taken to complete the eServices	79%
Information Accuracy	85%
The way Information Organized in the channel	79%
Up-to-date Information	94%
Instructions of how to raise complaints	85%
Readability (Font Size, Font Style, Word Spacing, Line Spacing)	91%
Meeting customers' overall expectation	85%
Average	84.3%

Asian

Based on your usage experience of the Mobile Apps channel, Please rate your satisfaction level

	Satisfaction %
Visual appealing – In terms of design, look and Feel	71%
Protection of customers' personal data	87%
Reliability – complete the service through this channel without errors	76%
Functioning all the time	82%
Accessibility – Easy to reach	79%
User friendly – simple steps to follow	84%
Instructions on how to use the eServices	87%
Range of Services offered	79%
Time taken to complete the eServices	87%
Information Accuracy	84%
The way Information Organized in the channel	71%
Up-to-date Information	92%
Instructions of how to raise complaints	76%
Readability (Font Size, Font Style, Word Spacing, Line Spacing)	82%
Meeting customers' overall expectation	76%
Average	80.9%

3) eGovernment eKiosk (Satisfaction)

Bahraini

Based on your usage experience of the eKiosk channel, Please rate your satisfaction level	Satisfaction %
Visual appealing – In terms of design, look and Feel	74%
Protection of customers' personal data	79%
Reliability – complete the service through this channel without errors	74%
Functioning all the time	79%
Accessibility – Easy to reach	74%
User friendly – simple steps to follow	68%
Instructions on how to use the eServices	58%
Range of Services offered	79%
Time taken to complete the eServices	68%
Information Accuracy	53%
The way Information Organized in the channel	79%
Up-to-date Information	63%
Instructions of how to raise complaints	68%
Readability (Font Size, Font Style, Word Spacing, Line Spacing)	63%
Meeting customers' overall expectation	63%
User interface responsiveness (Touch Screen is responsive)	79%
Average	70.1%

Asian

Based on your usage experience of the eKiosk channel, Please rate your satisfaction level	Satisfaction %
Visual appealing – In terms of design, look and Feel	79%
Protection of customers' personal data	68%
Reliability – complete the service through this channel without errors	74%
Functioning all the time	47%
Accessibility – Easy to reach	58%
User friendly – simple steps to follow	79%
Instructions on how to use the eServices	68%
Range of Services offered	58%
Time taken to complete the eServices	74%
Information Accuracy	68%
The way Information Organized in the channel	68%
Up-to-date Information	79%
Instructions of how to raise complaints	63%
Readability (Font Size, Font Style, Word Spacing, Line Spacing)	79%
Meeting customers' overall expectation	68%
User interface responsiveness (Touch Screen is responsive)	68%
Average	68.8%

END OF REPORT

CS & CSI

EXECUTIVE SUMMARY